



#YOUARENOTALONE

At home shouldn't mean at risk.

If you or someone you know is suffering from domestic abuse, isolation rules do not apply.

If you are in immediate danger, call the Police on 999 straight away. If you're unable to talk, press 55. This will transfer your call to the relevant police force who will assist you without you having to speak.

As part of its #YouAreNotAlone campaign, the Government has recently announced £2 million of extra funding to boost online services and helplines for Domestic Abuse.

For more information and full government advice on Domestic Abuse and the support available, you can visit <https://www.gov.uk/guidance/domestic-abuse-how-to-get-help>

We are here for you - support and action from YHG

We understand and acknowledge that due to COVID-19 and the recent instructions to stay at home, that it will be particularly difficult and extremely worrying for those of you who may be suffering Domestic Abuse, in whatever form that comes. In just 24-hours during the lockdown, there was a 120% increase in domestic abuse calls and requests for help, nationally. This cannot be ignored.

Our priority is to ensure the safety of residents and their families and to do this, YHG works in partnership with the statutory agencies in each area, as well as national and local support services. Taking this multi-agency approach enables agencies to work together to achieve the appropriate outcomes for our customers.

YHG can offer additional security measures to a property to improve safety, this can include additional security lighting and fireproof letterboxes, a spyhole or additional locks if appropriate. This service is offered to any resident who is concerned they are at risk of domestic abuse and will be assessed on an individual basis.

We are also able to offer an urgent move if a customer is at risk of harm and meets the criteria. This would mean that YHG could move a customer to a different property as soon as one became available. Again, this would be assessed on an individual basis and discussed with a customer.

Finding a new home

Currently, we have suspended lettings due to COVID-19. However, we understand that there will be some individuals who need urgent accommodation due to their circumstances or the environment they are living in. In these cases, we will try to complete outstanding repairs to our empty properties so that we can provide accommodation at this time, for those at risk, vulnerable people and homeless individuals or families.

YHG is working in partnership with Local Authorities and Domestic Abuse support services so we can support any individual with an urgent housing need. This service is not limited to any one need and is available to everybody.

If you are at risk of, or are experiencing Domestic Abuse, and need to move, please contact us in confidence at Response@yourhousinggroup.co.uk.

This is available to everyone.

Accessing support during Covid-19 lockdown

It's important to know that you are not alone. Even if you are unable to leave your home at the moment, you can still access support through one of the helplines or online services.

We would always want to encourage you to be as safe as possible when accessing any form of support. If you would like support with keeping safe whilst accessing support online, please have a look at www.womensaid.org.uk/cover-your-tracks-online/

Support Line

Support Line provides a confidential telephone helpline and email counselling service. Particularly to those at risk of abuse or are isolated.

Website www.supportline.org.uk

Helpline **01708 765200**

Email info@supportline.org.uk

National Domestic Abuse Helpline (Refuge)

Website www.nationaldahelpline.org.uk

Helpline **0808 200 0247** (Freephone)

Women's Aid

Women's Aid is continuing to provide the following services

www.womensaid.org.uk/information-support

The Survivors' Forum is an online resource for survivors of domestic abuse. The Survivors' forum can be accessed 24/7. This is a place where survivors can support each other and share their experiences.

Women's Aid Live Chat is currently available Monday to Friday 10- 12pm. This could be a safer way to access some support; particularly if an abuser might also be in the property so it would be unsafe to make a telephone call.

Women's Aid email Service is still operating and can also provide support:

helpline@womensaid.org.uk

Men's Advice Line

The Men's Advice Line is a confidential helpline for male victims of domestic abuse and those supporting them. It can be contacted on **0808 801 0327**

Galop

For members of the LGBT+ community - www.galop.org.uk

Galop runs a specialist helpline on **0800 999 5428** or email help@galop.org.uk

The Mix

Free information and support for under 25s in the UK, **0808 808 4994**

Respect

If you are worried about hurting the ones you love while staying at home, call the Respect Phonenumber for support and help to manage your behaviour, **0808 8024040**

Family Lives

Looking after children can be particularly difficult challenging when isolating.

Family lives have support available including online forums: www.familylives.org.uk

For more information about help and support around domestic abuse, you can visit the following websites:

www.gov.uk/report-domestic-abuse

www.yourhousinggroup.co.uk/customers/safety-and-support/domestic-abuse/

www.yourhousinggroup.co.uk/coronavirus