

Stop Domestic Abuse Position Statement in relation to COVID-19

I would like to update you on how Stop Domestic Abuse is responding to the challenges of coronavirus/COVID-19. The outbreak means we are facing unprecedented times. I would like to reassure you that at Stop Domestic Abuse we are making every effort to continue to provide services whilst protecting our clients, staff and partners.

We are following Government and Public Health England guidance and working with support from Hampshire County Council, Portsmouth City Council, The Office of the Police Crime Commissioner, Hart District Council and other funders. We recognise that guidance and advice are changing regularly, and we are keeping up to date with the situation on a daily basis.

Stop Domestic Abuse delivers a range of face-to-face and telephone support services.

Stop Domestic Abuse with The Hampton Trust (The Hampton Trust have published their own position statement) are the commissioned providers of Hampshire Domestic Abuse Service. Within this contract Stop Domestic Abuse delivers The Advice Line and victim services (in partnership with Andover Crisis Support Centre). Stop Domestic Abuse is the commissioned service delivering the Portsmouth City Council Integrated Domestic Abuse Refuge and Outreach Service. Stop Domestic Abuse delivers a number of additional services funded outside of the commissioned services including work with people using unhealthy relationships (Up2U), Harmful Cultural Practices, Health Advocates, Target Hardening, Ask Me, Child Sexual Exploitation etc.

We are in regular contact with commissioners and funders and will inform them immediately of matters that impact individual clients, staff or service delivery.

Our priority is to ensure that we continue to deliver services that keep those affected by domestic abuse safe.

What we are doing

This is a dynamic situation and, as such, our plans will and have been changing according to new information and advice. We are being updated by Commissioning and Public Health teams and will tap into other forms of information and advice as it becomes available.

We continue to take the advice of Public Health England as and when a case /suspected case of Covid-19 develops that might be/is impactful to the service – e.g. a staff member, client or colleague becomes infected.

We are currently operating the majority of our services, taking referrals as usual, but most are being delivered in a different way e.g via telephone, skype etc. Referral pathways for our services remain open with assessments including the impact of Covid-19 for those still living in an abusive relationship.

We have equipped our teams with technology so they can work remotely where possible. Increased measures have been introduced in our offices and at refuge sites to reduce the risk of infection and we have stopped all non-essential business travel.

Community-based services for victims of domestic abuse

- From **Friday 20 March 2020**, Stop Domestic Abuse started phasing out face to face appointments whilst recognising that in some cases a home visit may be essential e.g. to provide some target hardening measures or for an urgent joint visit.
- Stop Domestic Abuse will continue to support all MARACs and the daily HRDA via telephone/conference call only.
- From **Monday 23rd March 2020** group work sessions have been cancelled. Clients that normally attended these services are being provided with alternative support. We are looking at alternative methods to engage with this cohort of clients in the longer-term and will provide updates as appropriate.

Accommodation-based services

- All refuges in Hampshire and Portsmouth currently remain open and we are continuing to provide care and support and housing management services.
- Refuges in Hampshire and Portsmouth are currently continuing to take new referrals.
- We will continue to follow Public Health Guidelines in order to protect clients, staff and stakeholders.
- We believe that it is imperative that these life-saving services remain open and available to women and children seeking refuge accommodation even if we need to deliver a reduced care and support and housing management service in the future.
- We have amended our referral and assessment criteria to ask additional screening questions with regards to travel and general health.

Children and Young People's (CYP) Services

- Community-based Children and Young People's Workers are able to provide remote support to older children living in the community or have been redeployed to provide support in refuge.
- Children and Young People's workers have developed activity and work packs for children living in refuge who are self-isolating.

Up2U

- From **Friday 20 March 2020**, Stop Domestic Abuse ended face to face appointments.
- The Up2U programme cannot be delivered remotely. Therefore, support to clients will involve key-working and risk management.
- From **Monday 23 March 2020** we are not taking new referrals for any Up2U programme.

Other Services

- We are temporarily changing our donation policy. During the pandemic we are unable to accept general donations e.g. clothes, toys, homewares etc. We are continuing to take food, nappies, toiletries, cleaning products, toilet paper & hand

sanitiser. These donations are being given to refuge and high-risk and vulnerable clients. We do maintain social distancing when collecting any donations and this service is currently under review.

- Donations of money can be donated here:
<https://uk.virginmoneygiving.com/charity-web/charity/finalCharityHomepage.action?charityId=1001534>
- All external training has been postponed.
- All transformation events have been postponed.

Contact details

Our standard business hours currently remain.

Hampshire Domestic Abuse Service

Email: advice@stopdomesticabuse.uk

Secure email: advice.hampshire@stopdomesticabuse.cjsm.net

Telephone: 033 0016 5112

Advice Line opening hours: 11:30am – 14:30pm Monday – Friday.

Core service hours:

9.30am - 5.30pm Monday-Thursday,

9.30am - 5.00pm Friday.

Portsmouth Integrated Domestic Abuse Refuge and Outreach Service

Email: portsmouthreferral@stopdomesticabuse.uk

Secure email: portsmouthreferral@sdas.cjsm.net

Telephone: 02392 065494

Opening hours: 9:00am – 9.00pm Monday-Friday

Weekends and bank holidays 10:00am-6.00pm

Up2U

Please note that the normal contact details for this service have temporarily changed.

Email: Up2U@stopdomesticabuse.uk

Secure email: up2u.secure@stopdomesticabuse

Telephone: 07908413247

9.30am - 5.30pm Monday-Thursday,

9.30am - 5.00pm Friday.

Social Media

Please do follow us on social media for updated information about our services.

Twitter: <https://twitter.com/southerndas>

Facebook: <https://www.facebook.com/Southerndas/>

Instagram: <https://www.instagram.com/southerndas/>

Website: www.stopdomesticabuse.uk