

Domestic Abuse and Sexual Violence

Support Services – COVID-19 (Nov 2020)

Suffolk



Anglia Care Trust Freephone 24hr advice line for victims and professionals: 0800 9775690



For professionals also email admin@angliacaretrust.org.uk

www.angliacaretrust.org.uk

Open as normal for referrals

Staff are working from home so telephone and video messaging support being offered

As before, the DAOS service will be operating Monday to Friday 9am to 5pm, and for this lockdown, will be offering telephone, video messaging, email and text support; whatever our service users feel most comfortable with.

Norfolk and Suffolk Victim Care: 0300 303 3706

Email: nsvictimcare@victimsupport.org.uk

<https://www.nsvictimcare.org/contact-us/>

Open as normal for referrals and providing telephone support

Lighthouse Women's Aid: 01473 228270

www.lighthousewa.org.uk

Refuge:- The Refuge will be running with the Covid risk assessment in place. We will be taking new referrals bearing in mind the self isolation procedures needed.

Centre:- The Centre will continue to run the following programmes online:- Freedom Programme, Power to Change and Escape the Trap. Advice and Crisis Appointments will be by phone. Phone queries will be answered as normal.



Bury St Edmunds Women's Aid Centre: 01284 753085

www.burystedmundswomensaid.org.uk

Continue to accept referrals for all services. All face to face appointments are held following a full Covid19 risk assessment, and following all government guidelines regarding infection control, social distancing and PPE.

Alumah: 07770 468698

www.alumah.co.uk

Accepting referrals, continuing to run groups virtually.

Offering the freedom programme online, Wednesday mornings. Escape the Trap are online at various times (please contact Claudette@alumah.co.uk for details). We also have a young persons' drop in via whatsapp, a creative group (Thursday morning online) and, although there is a waiting list, we still offer counselling.

Compassion: 07597 337831

www.compass-ion.org

michelle@compassion.org

Facilitating training available virtually.

Freedom programmes to support victims of domestic abuse being run virtually.

Waveney domestic violence and abuse forum: 01502 572143 or 07906 245979

www.waveneydvforum.org.uk

info@waveneydvforum.org.uk

Offices remain open at the Kirkley Centre, providing advice and guidance via telephone, text and email, and accessing support for clients. Accepting referrals for Trauma Therapy and therapists are currently providing Therapeutic Support sessions & Trauma Therapy virtually.

The Liberty Project

Remain open for refuge referrals via libertyproject@orwell-housing.co.uk or 08454671420.

Leeway Domestic Abuse Services - Independent Domestic Violence Advisor (IDVA) Service: 0300 5610077

www.leewayssupport.org

Leeway advice and support phone line – 0300 561 0077

Email: adviceandsupport@leewaynwa.ork.uk

Live chat service – This is a new service that provides free, discreet, confidential and non-judgemental advice and support between the hours below. The chat can be accessed during the hours below by visiting our website www.leewayssupport.org and clicking on the chat icon in the bottom right hand corner.

Monday 10.00 – 12.00, Wednesday 10.00 – 12.00, Friday 10.00 – 12.00

Project Safety Net continues to take referrals for migrant victims of domestic abuse across Suffolk. Our Project Safety Net workers continue to work from home offering support via telephone, email, video calls and social media contact. To make referrals to Project Safety Net please contact the advice and support line as above.

The IDVA Service continues to offer support to high risk victims of domestic abuse who are going through the Marac process. The IDVAs continue to work remotely and most of the support that is offered is virtual support including telephone calls, emails, video calls and social media contact. Please contact Duty IDVA on 07912 789 145 for any enquiries that are IDVA related.

Phoebe: 01473 231566

<http://phoebecentre.org.uk/domestic-violence-support/>

Continue to support migrant, black and Asian women and children via phone, text.

(Sexual Assault Referral Centre – SARC) The Ferns: 0300 1235058

www.theferns-suffolk.org.uk

contact@theferns-suffolk.org.uk or

Duty ISVA telephone 07866 142139 or isva.theferns@suffolk.pnn.police.uk

ISVAs are all working remotely, they will continue with supporting clients via telephone, email and video.



Suffolk Rape Crisis – 0800 085 0520

www.srchelp.org.uk

administration@srchelp.org.uk

If you feel there are any barriers to you accessing your usual support or the online groups over the next month please get in [touch with your worker or the office](#). We can put things in place to make it easier, including:

- Access to tablets, smartphones and wifi
- Travel, childcare and other accessibility costs
- One off taster sessions to try out the technology and see how the groups work

If you have any questions or concerns of if there is anything we can do to support you in this time, [please get in touch](#).



Survivors in Transition – 01473 232499 / 07765 052282

www.survivorsintransition.co.uk

support@survivorsintransition.co.uk

Open for referrals, telephone support being provided.

Confidential abuse support for young people (13+) in Suffolk:

www.tope.org.uk

Webchat/text/email/freephone **0808 1681154**

Fresh Start New Beginnings – 01473 353355

www.fsnb.org.uk

Open for referrals, telephone support being provided.

Nationwide

National Domestic Violence Helpline: 0808 2000 247

<http://www.nationaldomesticviolencehelpline.org.uk/>



Women's Aid

www.womensaid.org.uk

Webchat available via website

Helpline@womensaid.org.uk

GALOP (LGBTQ+): 0800 999 5428

<http://www.galop.org.uk/>

Mankind Initiative (Male Victims): 01823 334244

<https://www.mankind.org.uk/>

Men's Advice Line (Male Victims): 0808 801 0327

<http://www.mensadvice.org.uk/>

Respect (for abusers): 020 3559 6650

<http://respect.uk.net/>