

Support information

Hello all,

During this time of unprecedented change, we have been overwhelmed by how communities have come together and services have adapted to carry on supporting those in need. Whilst we are aware of potential risk escalation for DA victims during lockdown, **this newsletter will focus on the positive steps organisations are making**, and the resources and support that are available to victims both locally and nationally.

Always remember, **in an emergency call 999**. Norfolk Constabulary will respond to emergency calls. Please remind victims of [Silent Solutions](#) – if they cannot talk or make a sound after dialing 999 stay on the line and dial 55. The call will then be transferred to the police who will know it is an emergency call.

Local Domestic Abuse Support Available

All specialist domestic and sexual abuse services are still open. Whilst none are currently able to provide face to face contact, they are still taking referrals and supporting victims over the phone and email. Refuges are still open with skeleton staff and will assess referrals on a case by case basis. The Sexual Assault Referral Center is still carrying out medical assessments (with protective measures in place). All services are being flexible to meet the needs of those most vulnerable during this time.

[Click here to read more](#)

[For a list of all local DA agencies and their contact details click here - they are listed under Help and Support](#)

Support from the Domestic Abuse Change Coordinators

We are all still working from home. **We are available for consultations** throughout this time. We have been advised that social media is an invaluable way to support victims during this time – so we plan on building up our channels. We recommend that you reach out to others via social media too. **Please follow us on Twitter and Instagram: @DAcoordinators** if you are a DA Champion and would like to join our Facebook Group, please search “Norfolk Domestic Abuse Change Champion Network” and request to join.

We are flexible during this time, and volunteering within our localities, so please contact us if you need anything.

We are currently developing two safeguarding toolkits, one for adults and one for children. If you are interested in accessing these, please email us on da.change@norfolk.gov.uk

Cover your Tracks Online!

As a lot of support is available online, please remind victims to cover their tracks to increase their safety. Women's Aid have created a fantastic guide to show you how! [Click here to find out how.](#)

Women's Aid also have an online chat available for victims. [Please click here to access it.](#)

Safelives Guidance during COVID19

Safelives, a national DA organisation, have developed a web page dedicated to safety planning during COVID19. Their guidance highlights “**You are not alone**”, National Helpline Numbers are open – all support services are listed on their webpage (below).

Their guidance contains points for victims to consider; How have things changed? Who needs to know? If you need to leave, where can you go? Do you have a code word? Can you go alone to the supermarket if needed? And much more! It advises victims to keep in touch with family/friends/organisations as much as possible, stick to routine, and most importantly; **call 999 in an emergency.**

[Click here for more advice on how to support and protect victims!](#)