



**DONCASTER
DOMESTIC
ABUSE HUB**



Domestic Abuse Safety Booklet



Anyone can suffer from domestic abuse

Contents

Safety during a domestic abuse incident.....	3
Safety when getting ready to leave.....	4
Safety at home..... (if not living with the abuser)	5
Safety at work or in public.....	6
Safety with home computer/online/social media.....	7
Stalking and Harassment.....	9
Abuse Log	10
Useful contacts	12

Always keep your safety plan safe and never leave it where it could be found by your abuser.

The Silent Solution

If you call 999 in an emergency but you are unable to speak to the operator because of your circumstances, you can use something called the Silent Solution. This means that the operator will ask you a series of questions - they may ask you to cough, or make a noise, or press a button on your phone, so they know you are listening to them. They will then ask you to press '55' on your keypad.

This is the Silent Solution, and lets the operator know that you are in an emergency situation and require urgent help. The operator will then listen to what they can hear and make an assessment about what type of response is required.

Do not call 999 and press '55' immediately - this may not be registered as a legitimate emergency call, listen to the operator's instructions and only press '55' when instructed.

Pressing 55 will not bring emergency services directly to you as it does not let the Police know your location. By staying on the line, you are informing the police call handler that you might have an emergency that keeps you from talking, and they will do everything they can to determine your location so they can deploy officers to you.

Throughout this booklet we will refer to the person that is hurting you as the **abuser**. This could be a partner, ex-partner or family member.

Staying safe during a domestic abuse incident

It often helps to plan in advance. There are things you can do to increase yours and your children's safety. Think about the different options that may be available. Rehearse an escape plan, so in an emergency you and the children can get away safely or remain in the property safely until help arrives.

- If you think an incident is about to happen, get out of the property. If you cannot get out of the property, move you and your children to a space where there is no easy access to potential weapons (try not to be in the kitchen, bathroom, garage, or rooms without access to an outside door).
- If you are being physically attacked curl into a ball with your back against a wall and protect your head
- Avoid being near stairs
- **When in danger always ring 999**
– you may want to ring other support agencies but remember, this may delay help arriving
- Try to stay calm and use a calm voice (even though you may not feel calm inside!). Try to keep your children calm and reassured.
- Do not fight back – it will make you more unsafe (although you can still defend yourself).
- Try to stay near a door/exit
- Try to keep the phone with you

Do you have a trusted neighbour, friends or family nearby where you could go in an emergency?

If so, tell them what is going on, and ask them to call the Police if they hear sounds of a violent attack.

Do the children have trusted adults they could go to or contact in an emergency?

If so make sure the children have an appropriate plan for keeping safe and getting help, and know how to call 999.

Safety when getting ready to leave

If you decide to leave the abuser it is best if you can plan this carefully in advance.

Some people will increase the abuse if they have an idea you are leaving. Try to leave, if possible, at a time when the abuser will not be around. Have a plan of where you will go when you leave.

Domestic abuse agencies can help you plan for leaving an abusive person

Pack an emergency bag for you (and children) and hide it somewhere safe, for example, at a neighbour's or friend's house. Try to avoid mutual friends or family.

In your emergency bag include:

- ✓ Phone and charger
- ✓ Money, bank cards, credit cards
- ✓ Some form of ID e.g. Passport, driving licence
- ✓ Proof of national insurance number
- ✓ Keys for your house/place of work/car
- ✓ Copies of any documents relating to your house e.g. mortgage/lease/rental agreements
- ✓ Legal paperwork e.g. court orders, injunctions
- ✓ Diary of the abuse
- ✓ Family photographs and anything small of value to you or your children
- ✓ Clothing and toiletries for everyone
- ✓ A favorite toy or comforter for your children

- Try to keep a small amount of money on you at all times, including change for the telephone and for bus fares.
- Try to have a safe mobile phone, try to keep it with you and charged up. Keep credit on your phone.
- Set up speed dials for emergency telephone numbers.
- Try to memorise telephone numbers, or keep them in a place of safety.
- Have Caller ID on your telephones where possible.
- If appropriate, set up signals or codes with neighbours and friends, for example: Lights on/off in a certain room, windows open/shut, blinds/curtains half shut or half open, messages that contain a key word you need help ' I am cooking pasta tonight and may have some extra, would you like some' Pasta means ring the police. Discuss with your neighbours when you would want them to call the Police (for example if they see the abuser at your house).
- Keep a diary/log/screenshots of any abuse including abusive calls, texts, emails, etc.
- Set up an email not linked to your phone but you can access from another device – send the screenshots of notes of incidents or abusive messages to this email address and delete to keep you safe if a abuser is likely to check your phone

Safety with phones, computers and social media

When you are still in the relationship:

- Avoid using your phone or the landline for calls which may alert the abuser of your plans as it can be seen on bills.
- Ignore emails or attachments from unknown sources as these could contain spyware/snooping software that can monitor all your online activity.
- Keep an extra phone and/or purchase an extra sim card and keep them in a safe place, if it is safe to do so (a different sim card will not stop someone tracking your phone).
- Revenge porn or the threat of sharing intimate images is a crime. There is a link to a reporting tool in the next section.

Once you have left the relationship:

- Only give your mobile number to people or agencies that are supporting your plans.
- If you have the same mobile that you had with the abuser turn off all location services on yours and your children's phones if it is safe to do so.
- Check for spyware on yours and your children's phones. There are free apps that can be downloaded to check for spyware. Chayn has a comprehensive guide on how to protect your computer, mobile devices and is designed for women but this is a good abuse centred webpage applicable for everyone: www.chayn.gitbook.io/diy-online-safety
- If your abuser has purchased yours or your children's phones for you and the online account is in their name, you will need to leave those phones behind and buy new phones. If the phone is in your name but your abuser knows your login details, change all of your passwords using a safe computer.
- Use a safe device at home or computer at the library/friend's house to change the passwords and security questions on all of your online accounts including bank and social media and any cloud accounts connected to your phone.
- Use different passwords for different accounts. Use new passwords. Abusers often get access to information because they know or guess a password. Use a security question your abuser could not know or guess.
- If your abuser is stalking, harassing you or threatening to share intimate photographs of you online, report it to the Police. Use an online reporting tool or phone 101 to report. Revenge Porn is illegal. Find out more at: www.revengepornhelpline.org.uk
- Keep any court orders, injunctions and emergency numbers with you at all times and take them WITH you if you have to leave your home.

Safety at home (when you do not live with the abuser)

Dial 999 in an emergency

- Change the locks where possible.
- Where possible, shop and bank in a different place to before.
- Cancel any bank accounts, credit cards etc. that you have shared. Visit SEA online for a full help guide using their 'tools to thrive' under the 'I need help' website page:
www.survivingeconomicabuse.org/i-need-help/banking/
- Keep any court orders, injunctions and emergency telephone numbers **IN A SAFE EASILY ACCESSIBLE PLACE.**
- Keep a mobile phone with you at all times – try to keep it with credit on. Emergency calls can still be made without credit, and support agencies will accept reverse charges – but remember your battery needs to be charged.
- Set up speed dials for emergency telephone numbers on yours and your children's phones.
- Change your regular travel routes/habits where this is possible.
- Keep a diary of any abusive calls, visits, texts or emails and report them to the Police.
- If there are no Police conditions in place preventing the abuser from contacting you, consider seeking legal advice as they can provide you with the best possible advice on any orders that can be applied for to keep you safe.
- Consider asking trusted neighbours to let you know if they see the abuser at your home and call the Police if they shouldn't be there.
- Ensure your children are aware of what to do in situations when they are worried – who to call and where to go.
- Inform your children's nursery, school, or other education/care provision of your worries. Ensure they have a list of who can and cannot collect the children and create a safety password for if there are occasions someone else collects them.

Electoral Register

If you think your name and address being on the electoral register could affect your safety, or the safety of someone in your household, you can register to vote anonymously. This means you will still be able to vote, but your name and address will not be on the electoral register. Your electoral registration office will not disclose your details to anyone, unless they are legally required to.

You can make an application for an anonymous registration application form online at:

www.bit.ly/anon-vote

Safety at work or in public

Consider telling an appropriate person at work. Your employer should ensure that you are safe at work. You may need to take some time off at short notice, so it is good to let someone know the situation if you can and you may be able to change duties/venue if necessary.

WE ENCOURAGE YOU TO TELL someone in your children's nursery, school or other education establishment. The safeguarding lead should ensure your children are safe in school/child care setting. They may need to take some time off school at short notice.

- If possible, give a copy of the abuser's photo to security or reception staff.
- Keep a copy of any court orders and injunctions etc. at work.
- Report any incidents to your line manager.
- Try to stay with people you trust for lunch so you have someone with you if you should need help.
- Ask someone to walk you to the car or bus or see if work can provide onsite parking.
- Diary or log any contact that the abuser has with you at work via telephone, e-mails, visits, etc.
- If you can, try keeping routes varied.
- Tagging yourself in check-ins on social media can alert an abuser to where you are. Check all social media privacy settings and friends/followers. For social media safety advice visit Chayn at: www.chayn.co
- Try to be mindful of your surroundings. Are you isolated, in an area with poor lighting or where there are places where your abuser could hide?
- If possible, tell someone where you are going, which way you are going and when you are expected to arrive. Use the free Hollie Guard app to help keep you safe: www.hollieguard.com
- Keep your mobile phone charged, in credit and handy in a pocket or at the top of your bag.
- Have a torch with you and keep the batteries charged up. Check that it still works from time to time.
- Have a personal alarm with you. Something like this is helpful to create a noise to alert others that you need help: www.bit.ly/nrs-alarm
- Check around visually while parking the car and before you get out.
- Park your car so you can drive straight off without making any manoeuvres, for example reverse into parking spaces and don't park behind closed gates.
- Park as near to a street light as possible.
- Keep the doors locked when driving and remember that when you have windows open fully anyone can reach in.
- Always check your petrol, oil and water to avoid breaking down.
- Join a breakdown organisation, or keep the number of someone you can call in the event of a breakdown.

We understand a lot of this may be distressing and it is not intended to make you feel that it is up to you to keep safe. Small changes can reduce the risk of you being hurt and your safety is our number one priority.

We stand firm that we acknowledge the fault rests solely with the abuser. We do not blame you, the travel routes you take or the social media you use for your abuse.

This is purely a guide for steps to take if you are suffering abuse in any form so you have the information and knowledge on how abusers work to find and harass you in ways you may not realise.

Knowledge is power and we want you to be equipped with the information you need to help reduce your risk of being hurt.

We stand by you and with you in support and you are not alone.

Bright Sky app



Domestic abuse charity Hestia and the Vodafone Foundation have created a free mobile app called Bright Sky to provide information and support to anyone who may be in an abusive relationship, or those concerned about someone they know. It's available in four languages and has a UK-wide directory of domestic abuse support agencies with contact details.

Search 'Bright Sky' on your device app store or find out more about the app at:
www.bright-sky.org.uk/

Local support:

Doncaster Domestic Abuse Hub

www.doncaster.gov.uk/domesticabuse

The domestic abuse hub advisors will listen to you and support you to talk about what has happened to you.

They can provide you with information and safety advice and also refer you directly for ongoing support with one of the services that are part of the Hub. Support can include practical help such as accessing emergency temporary accommodation, working with other agencies to protect you and your family or guiding you through the criminal justice system. Specialist domestic abuse workers can also support you and your children to deal with the emotional impact of domestic abuse, helping you to a safer and happier future.

Organisations that are part of the domestic abuse hub include Doncaster Council domestic abuse services, Riverside, Phoenix WoMen's Aid and Doncaster Children's Services Trust.

The Hub is open from
9am - 4.30pm, Monday – Friday.

Tel: 01302 737080

For out of hours support contact the national 24 hour domestic violence helpline:

Tel: 0808 2000 247



**DONCASTER
DOMESTIC
ABUSE HUB**

Stalking and harassment

Stalking is a crime. Paladin, the national stalking advisory service have 6 golden rules for reporting stalking and harassment.

- Report it as early as possible to the police and tell others what is happening
- Ensure you get good practical advice from **Paladin**:
Tel: 020 3866 4107
Email: info@paladinservice.co.uk
or **Suzy Lamplugh Trust**
Tel: 0808 802 0300.
- Proactive evidence collection – keep all the evidence

“ I feel victorious after surviving. A warrior overcoming abuse and trauma. I feel pride in the way I created and carved a financially independent, safe life for me and my children.”

6 Golden Rules: 'REPORT'

R

Report to police, or tell somebody. Domestic abuse and stalking is a crime.

E

Evidence (record of facts and information) – Save and retain all evidence (CCTV, Ring doorbells, text messages, screen shots, injury/scene photographs).

P

Practical – obtain practical safety advice from support services. There are lots of tactics available, including Smartwater.

O

Overview – Keep a diary, include dates, time, feelings and behaviour. (This can be on a covert app).

R

Risk Assessment – Professionals are able to complete a DASH/SDASH to assess the risk (and Clare's Law disclosures).

T

Trust your instincts

Abuse log

It's important to keep a record of ongoing abuse. This can be used to help protect you when reported to the Police. It can also be useful for obtaining injunctions against the abuser.

Date: Time: Police Incident Number:

Details of incident:

.....

.....

.....

.....

.....

.....

.....

Date: Time: Police Incident Number:

Details of incident:

.....

.....

.....

.....

.....

.....

Date: Time: Police Incident Number:

Details of incident:

.....

.....

.....

.....

.....

Date: Time: Police Incident Number:
Details of incident:
.....
.....
.....
.....
.....

Date: Time: Police Incident Number:
Details of incident:
.....
.....
.....
.....
.....

Date: Time: Police Incident Number:
Details of incident:
.....
.....
.....
.....
.....

Date: Time: Police Incident Number:
Details of incident:
.....
.....
.....
.....
.....

Useful contact numbers:

Doncaster Domestic Abuse Hub

www.doncaster.gov.uk/domesticabuse

Support for all victims of domestic abuse in Doncaster. The Hub is open from 9am - 4.30pm, Monday – Friday.

Tel: 01302 737080

Email: dahub@doncaster.gov.uk

For out of hours support contact the national 24 hour domestic violence helpline:

Tel: 0808 2000 247

nationaldomesticviolencehelpline.org.uk

South Yorkshire Police

*Call **999** in an emergency.*

*You can also report domestic abuse by calling **101**.*

More information can be found on the South Yorkshire Police website:

www.bit.ly/syp-da

Ashiana

www.ashianasheffield.org

Ashiana support and empower those from Black, Asian, Minority Ethnic and Refugee (BAMER) communities whose lives have been affected by violence and abuse to take control of their lives and move forward into healthy, stable and safer futures.

Tel: 0114 255 5740

info@ashianasheffield.org

DRASACS

www.drasacs.org.uk

Doncaster Rape and Sexual Abuse Counselling Services.

Tel: 01302 360421

Galop

www.galop.org.uk

Support for lesbian, gay, bisexual and trans (LGBT+) people.

Tel: 0800 999 5428

Honour Network Helpline

www.karmanirvana.org.uk

Free helpline for victims and survivors of forced marriage and honour based abuse.

Tel: 0800 5999 247

Men's Advice Line

www.mensadvice.org.uk

National free confidential helpline for men who experience violence from partners/ex-partners.

Tel: 0808 801 0327

Paladin

www.paladinservice.co.uk

Paladin is a trauma-informed service established to assist high risk victims of stalking in England and Wales. The phone line is open 9am to 3pm weekdays except for Wednesdays when it is open 10am to 5pm.

Tel: 020 3866 4107

Email: info@paladinservice.co.uk

**DONCASTER
DOMESTIC
ABUSE
HUB**