

Hello,

This letter includes some important information about domestic abuse, keeping safe and provides the details of a range of useful resources.

### **Safety planning**

The most important thing is that you remain safe – and the advice here is designed to help:

- The Phoenix Project / Splitz Support Service is not an emergency service. We would urge you to phone the Police using 999 in an emergency situation.
- If it is not an emergency, but you wish to report something to the Police, please ring 101.
- If you need to call the Police, but are unable to speak: please dial 999 and when connected press '55' on your keypad. This will alert the emergency services to the fact that this is a genuine call, that you need help but cannot speak freely.
- We would urge you to keep a record or log of any incidents. Even small incidents can help build up a bigger picture, which might support a future prosecution (such as an offence of harassment) or an Order to prevent future contact. The BrightSky app (details below) has a tool called 'My Journal' to enable you to do this safely and securely.
- Think ahead: is there a safe place you can go if you need to leave your family home?
- Keep your mobile phone charged and when you go out, try to ensure you have some money with you in the event of an emergency.
- Try to avoid conflict where you can: consider whether it is possible to remove yourself (and any children) from the situation?
- Planning ahead: pack an emergency bag for you (and your children) and leave it somewhere safe (perhaps a friend or relative's home). Consider what paperwork you might need with you, should you leave.
- Teach your children to dial 999 and what to say on the phone: full name, address and phone number.



You can find further information about safety planning here:

<https://splitz.org/resources/keeping-safe.html>

<https://www.womensaid.org.uk/the-survivors-handbook/making-a-safety-plan/>

### **Phone apps**

We recommend downloading two – free – useful apps if you have a smart phone:

- Hollie Guard Personal safety app.
- BrightSky app.

The Hollie Guard app will help you turn your phone into a personal protection system. It can be set up to set off an alarm and to provide details of your location through GPS co-ordinates.

The Brightsky app is available in 5 languages – English, Urdu, Punjabi, Polish and Welsh – and offers practical information and support to anyone in a domestically abusive relationship, including a directory of services. It also has the ‘My Journal’ tool, which will allow you to record any incidents of abuse via text, audio, video or photo, without the content being stored on your phone itself.

### **Personal alarms**

You might want to consider investing in a simple personal alarm for when you are out. If you cannot access one, we can send you one through the post. To request an alarm, please email us on: [spa@splitz.org](mailto:spa@splitz.org)

### **The Freedom Programme**

The Freedom Programme is a group-work course designed for women victims of domestic abuse, perpetrated by a male partner or ex-partner. The programme examines the roles played by attitudes and beliefs of abusive men and responses of victims and survivors. The aim is to help them make sense of and understand what has happened to them. In addition, the Freedom Programme describes how domestic abuse can impact on children.

You can find more information about the Freedom Programme, and how to access it, here:

<https://www.freedomprogramme.co.uk/index.php>

You might be interested to know that there is now an online version of the Programme, which you can complete at a cost of just £12. You can access the course here:

<https://www.freedomprogramme.co.uk/online.php>

If you are struggling to access the course for any reason, please contact us via email – [spa@splitz.org](mailto:spa@splitz.org) – and we will do our best to help you.

### **Educational resources and information**

Splitz Support Service have produced a range of resources and toolkits, which you might find helpful:

- Relationships later in Life
- Economic Resilience Toolkit
- Rediscovering You Toolkit
- Building Healthy Futures
- Encouraging Healthy Contact

- Housing – more than just a roof
- Healthy Transition
- Exploring Healthy Relationships
- BAME Toolkit.

Our toolkits provide a range of useful information, resources and exercises to complete for different situations. Some are aimed at adults and some for supporting children.

We have made all of our toolkits freely available on our website, where they can be downloaded as PDFs here: <https://splitz.org/resources/talk-toolkits.html>

Should you require a paper copy, please email [spa@splitz.org](mailto:spa@splitz.org)

### **My support Space**

My support Space is run by Victim Support and is designed to help people manage the impact that an incident or crime may have had on them. There are a series of interactive guides and resources, which you can complete at your own pace. In addition, it provides information about accessing further support and you can register for SilverCloud, which is an online therapy system. My Support Space can be found here:

<https://www.mysupportspace.org.uk/moj>

### **Crisis numbers and helplines**

We recognise that sometimes we all need someone to speak with and we have put together a list of numbers for those difficult times.

Our Single Point of Access (SPA) service is not a helpline, but we are available by phone between the hours of 8am and 5pm Monday to Friday on: 01225 775276.

Outside of these hours, you may wish to phone the Wiltshire Domestic Abuse Helpline on: 01793 610610.

Other useful organisations include:

- The National Domestic Abuse Helpline which can be contacted on 0808 2000 247. This is a Freephone number and a 24 hour service. You can also visit their website: [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)
- Samaritans UK – offering support to those in emotional crisis or experiencing suicidal ideation. Call 116 123 (24 hours a day) or visit their website: <https://www.samaritans.org/how-we-can-help/contact-samaritan/>
- Shout: a text support service for those in crisis: <https://www.giveusashout.org/> Text 85258 (24 hour service).
- Switchboard LGBT: a helpline for LGBT+ and “place for calm words when you need them most”. Call 0300 330 0630 or visit their website: <https://switchboard.lgbt/>
- Cruse bereavement care - <https://www.cruse.org.uk/>

- Male victims of domestic abuse, may wish to contact the Men's Advice Line on 0808 801 0327.
- Anyone worried about their own behaviour, may wish to consider calling the Respect Helpline, who will offer confidential advice and support: 0808 802 0321.
- National Stalking Helpline: 0808 802 0300.
- The Survivors Trust – an umbrella organisation offering support and advice for victims of sexual violence <https://www.thesurvivorstrust.org/>

### **When to get back in touch**

We would urge you to get back in contact, if:

- There is a further incident of abuse.
- You're particularly struggling.
- There's a significant change in circumstances.

You can get back in contact by phoning our SPA team on 01225 775 276, or emailing [spa@splitz.org](mailto:spa@splitz.org)

In any message, please make sure to give your full name and provide us with safe contact details to call you back.

With best wishes,

The Phoenix Project