



Covid-19: Yellow Door Services Update:

This is an exceptionally challenging time for our clients, communities and partner agencies. Here at Yellow Door we recognise that the changes resulting from Coronavirus may have a particularly serious impact on anyone affected by Domestic or Sexual Abuse and particularly on those for whom home is not a safe place. We want to assure you that we at Yellow Door are still here to help.

Due to government advice regarding the Coronavirus we have had to suspend all our face to face client services until further notice. However, we are continuing to provide information, advice, counselling and support via the telephone and online video sessions.

Helplines:

- For information, advice or support about **sexual violence/abuse** call our **Telephone helpline** open 12.00 - 15.00 Mon-Fri : **02380 636313**
This line is staffed by a Polish speaking counsellor each Tuesday 12.00 – 15.00.
If you require help in another language please let us know and we will do our best to respond.
- For information, advice or support about **domestic violence/abuse** for professionals and public call the **PIPPA Helpline** open 09.30 – 16.30 Mon-Fri : **02380 917917**

We are not a refuge provider. If you need **safe accommodation** in Southampton call: **02380 671626** or **023 80637550**. Remember, even in these exceptional times, if you have **immediate fears for the safety** of yourself, your children or anyone else you know, please call emergency services on **999**.

Advice, help & support out of hours or for specific needs

In addition to the help offered by Yellow Door, you can get immediate support from national services, including many that operate 24 hours, using phone and/or online messaging/email:

- **National Domestic Abuse Helpline** Freephone 24hr 0808 2000 247.
Online support: www.nationaldahelpline.org.uk/Contact-us
- **Rape Crisis National Helpline** 0808 802 9999 12.00 -14.30 and 19.00 – 21.30 every day.
Online support: www.rapecrisis.org.uk/get-help/want-to-talk
- **LGBT+ Domestic Abuse Helpline** 0800 999 5428
- **Men's Advice Line** for male victims of domestic abuse: 0808 801 0327 or www.mensadviceline.org.uk
- **The Mix**, free remote counselling and help for under 25's: 0808 808 4994
- **Rights of Women** legal advice lines: www.rightsofwomen.org.uk/get-advice/advice-lines
- For **domestic abuse perpetrators** and those supporting them **Respect Phone line** provides a confidential helpline, email and webchat service: 0808 8024040 or www.respectphoneline.org.uk
- **Childline** - call 0800 1111 or access online: <https://www.childline.org.uk> or

What is happening with Yellow Door Services?

Domestic Abuse Team

Although our face to face provision is on hold, we remain open to referrals. All currently open clients have been contacted, assigned a practitioner and telephone support sessions have been offered in the interim with appropriate days, times and methods of contact agreed. All service users on our waiting lists are also being contacted to discuss their current needs and offered or signposted to appropriate support. We are assessing the online options to maintain our groups and psycho-education courses and will update as we know more.

For professionals who have a CJSM email: secure.dat@yellowdoor.cjsm.net

For all other enquiries or to make a referral: DAT@yellowdoor.org.uk

Therapies & Family Services

At this time we are temporarily closed to new referrals for weekly therapy services and are sorry for any difficulty this may cause. This is because many of our service users circumstances have changed and we are working to make more immediate and accessible help available to those who need it by extending our helpline provision from one day per week to five days per week. We are providing telephone or online video counselling and support to all clients and families that we were previously seeing face to face and will continue to allocate to these services from our waiting list as spaces become available. We are also in the process of setting up video conferencing to maintain all our whole family and group therapy sessions virtually. We will update here as soon as we are able to open again to new referrals.

For professionals with CJSJ email: ydtherapeuticservices@yellowdoor.cjsj.net

For all other enquiries: therapies@yellowdoor.org.uk

Diversity & Inclusion

Our Diversity & Inclusion Advocacy services remain open to new referrals. The DIA team are in contact with and maintaining support to our service users remotely or by phone as appropriate. We have been updating safety plans and agreeing how we will keep in contact for welfare checks, support and risk assessment using alternative means. The Southampton African Women's Group (SAWA) are staying connected via WhatsApp Group and we are improving our information resources for our clients with Learning Disabilities and/or additional communication needs. We are also planning how we can maintain online our community engagement programme and our delivery of professional trainings including identification of & response to Honour Based Violence, Forced Marriage and Female Genital Mutilation.

For professionals with CJSJ email: secure.dia@yellowdoor.cjsj.net

For all other referrals or enquiries: DIA@yellowdoor.org.uk

STAR Project

STAR continues to engage with young people in as many ways as we can and offer support to teachers and parents at this time. We will be producing regular Prezi resources which can be access by anyone online. These will cover the usual Relationships & Sex Education topics that STAR normally delivers in Schools and Youth settings but in addition will include support on home learning, mental health, wellbeing and managing anxieties. A link will be shared on the Yellow Door website and directly with schools already working with STAR & Young people can also access STAR by following our Instagram <https://instagram.com/thestarprojectyd>.

Please keep checking the website for the latest Prezi. <https://prezi.com/p/kh5yqt3rdvbz/?present=1>.

To access Prezi, please select a BASIC account then create a log in. This link will provide you access to the site for free <https://prezi.com/pricing/> (please remember to select a BASIC package so that it is free) and create a log in. Ask us for help if you need it and if any schools, teachers or parents wish to have resources sent directly to them or for any other enquiry please email: Star@yellowdoor.org.uk

Independent Sexual Violence Advisors

The ISVA service continues to accept new referrals from Police and other partner agencies as well as self-referrals. We are offering telephone/videolink support, advice, information and advocacy to all of our clients.

For professionals who have a CJSJ email: secure.isva@yellowdoor.cjsj.net

For all other enquiries or to make a referral: ISVA@yellowdoor.org.uk

Volunteers

Volunteers remain crucial to Yellow Door and our capacity to deliver our services at this important time. We have made adjustments to our training plan for volunteers and are making use of available technology such as video conferencing apps to continue with our the delivery of our bespoke volunteer training programme.

Please contact us via: volunteering@yellowdoor.org.uk

For more information on any of the services above please see our website. We will continue to monitor developments and provide regular updates in line with the Government's guidance here on our website and across our social media. For general enquiries please email info@yellowdoor.org.uk