**DOMESTIC ABUSE AND COVID-19 –**

**INFORMATION FOR THOSE WHO ARE EXPERIENCING DOMESTIC ABUSE**

**As a result of Coronavirus outbreak, many victims of Domestic Abuse face additional challenges and barriers to accessing support. While self-isolating, families will spend extended periods of time together and it is recognised that tensions may rise, escalating the risk of Abuse and Violence.**

**If you are currently experiencing domestic abuse, you are not alone, and we would like to reassure our residents that support service are still available to offer help.**

**The main domestic abuse support services to contact**

Merton Community IDVA – 0207 801 1777

**Other services**

* **Metropolitan Police -** if in an immediate danger, always call 999. For non-emergencies, dial 101.
* **One Stop Shop** isclosed but you can still talk with workers, please call 0207 801 1777
* **Merton Independent Domestic Violence Advisor -**  0208 801 1777
* **National Domestic Violence Helpline 24/7** - 0808 2000 247
* **Women’s Aid Live Chat online service** Monday to Friday 10:00am - 12:00pm [click here](https://chat.womensaid.org.uk/)
* **Rape Crisis Live Chat Helpline** – available for women and girls aged 16 + [click here](https://rapecrisis.org.uk/get-help/want-to-talk/) Opening hours: Monday: 2pm-4.30pm, 6pm-9pm; Tuesday: 2-4.30pm, 6pm-9pm; Wednesday: 12pm-2.30pm, 6pm-9pm; Thursday: 12pm-2.30pm, 6pm-8.30pm; Friday: 9am-11.30am.
* **Housing options –** For people who wish to present as homeless, call 020 8545 3636 between 9am-5pm, Monday to Friday.

For out of hours housing emergencies phone 020 8770 5000

* **COVID-19 Community Hub** - 020 8685 2272. Open Monday-Friday 10-4
* **Adult Social Care:** Call 020 8545 4388 between 9.30am and 1.30pm Monday to Friday. This includes sharing concerns relating to safeguarding.
* **Crisis Line:** Emergencies only between 1.30-5pm Monday to Friday, please call 07903 235382.
* **Safeguarding adult concerns:** Call 0845 618 9762 (24hr number) or email [adults@merton.gov.uk](mailto:safeguarding.adults@merton.gov.uk)
* **Learning Disabilities Team:** If you need to talk to a duty worker, please email [sslddutyteam@merton.gov.uk](mailto:sslddutyteam@merton.gov.uk) or phone on 020 8545 4529. For out of hours emergency support (after 5pm and at weekends) please call 020 8770 5000.

**Age UK Advice Line:** 0800 678 1602 Lines are open 8am-7pm, 365 days a year [click here](https://www.ageuk.org.uk/services/age-uk-advice-line/)

* **Galop - LGBT+ anti-violence charity -** London LGBT+ Advice Line 020 7704 2040 Monday to Friday between 10:00am - 12:30pm and between 1:30pm - 4:00pm
* **Men’s Advice Line -** 0808 801 0327 Open Monday-Friday 9am-5pm
* **Surviving Economic Abuse guidance** [click here](https://survivingeconomicabuse.org/resources/)
* **Legal advice** relating to domestic abuse and family law, such as non-molestation orders, child arrangements, divorce and immigration matters please call **020 8543 3302.**
* If you are experiencing **domestic abuse as well as other disadvantages such as drugs, alcohol, or severe mental health, please call the Refuge complex needs team on 0208 943 8188**.
* If you have experienced any kind of **sexual violence, at any point in your life and would like to talk to someone please contact the RASASC Outreach service on 07437 330 784 by text or Whatsapp**.

**National Freephone Helpline** [**0808 802 9999**](tel:08088029999)**, live webchat** [Live WebChat](https://urldefense.proofpoint.com/v2/url?u=https-3A__rapecrisis.org.uk_get-2Dhelp_live-2Dchat-2Dhelpline_about-2Dthe-2Dlive-2Dchat-2Dhelpline_&d=DwMFAg&c=HmJinpA0me9MkKQ19xEDwK7irBsCvGfF6AWwfMZqono&r=3VGZb0BruV1EQTTQ9Wn49-ITzV_GsVI8ngBHTnkTY2k&m=uW8zOIvBOIMIw5hD7xih7qZ0QQ64bu8n8Xe2fUHbWU0&s=aD3olo14rHVfXygDfs21v8PTg9ns9zfHV0oSoeeTK7Q&e=)

* If you need Benefits advice, please go online to Gov.uk
* If you have any queries relating to a current Universal Credit Claim please call 0800 328 5644.
* Women and Girls Network Freephone Advice Line and Sexual Violence Helpline **Freephone Advice Line (0808 801 0660)- open Monday-Friday 10am-4pm and Wednesday eve 6-9pm.**

provides specialist advice, information, support and advocacy for women and girls who are experiencing Domestic abuse and/or sexual violence. Also supports professionals who are working with cases involving VAWG, and can provides emergency support around housing needs and access to refuge.

**Freephone Sexual Violence Helpline (0808 801 0770)- open Monday-Friday 10am-12:30pm & 2:30-4pm and Wednesday eve 6-9pm-** the helpline provides a safe and confidential space for women and girls to explore the impact of their experiences and access specialist emotional support and advice.

* Deaf hope/ Sign Health <https://www.signhealth.org.uk/our-projects/deafhope-projects/domestic-abuse/>

Tel: 020 3947 2600  
SMS: 07966 976 749 [info@signhealth.org.uk](mailto:info@signhealth.org.uk)