



You First response to COVID 19

In light of the continued changes to practice and updates from government I thought it would be useful to send out an update to all our stakeholders and communities. I know that You First and Connect have been keeping their own communities updated as much as possible and working together with partners and commissioners in these unprecedented times.

You First are committed to the safety and wellbeing of all people experiencing abuse and our services are working hard to ensure that we remain in contact with all people we work with. You First continues to provide support to those experiencing domestic abuse across Dorset, Hampshire, Somerset, IOW and West Sussex during these difficult times. We can help adults, children and families who need safety advice, emotional support and we also offer refuge or safe houses.

Along with our colleagues and partner agencies, we have also taken the difficult decision to follow guidance which means most staff are home working with very few face to face visits. These may happen on a case by case basis for target hardening for example, but generally we have increased capacity to enable contact via phone, text, social media, email services and can carry out face to face via digital platforms.

All advice and single point of contact lines remain open and we are still taking referrals and advising people on a case by case basis regarding the support they will receive. Residents in our refuges are still being supported by You First Staff, in line with safe practical guidance and we will advertise spaces when they are available and where it is safe to do so. We are asking all people who come to refuges to adhere to our 14 day isolation protocols and we will help and support for shopping and other necessities.

The safety of the people in our communities are our highest priority and we welcome working together to keep people safe. We continue to work with our partners The Hampton Trust, Aurora New Dawn and Stop Domestic Abuse and others across the counties. We are committed to join together and support each other to keep our communities safe.

We know this is a dangerous and difficult time for people who are victims of domestic abuse and are isolated at home, we ask members of our



communities to be especially vigilant if you see or hear something that concerns you please phone the police and they will contact us if needed.

Whilst we would love to hear from you, please know that our teams are working flat out and there may be a slight delay in our getting back to you. We will prioritise contact with victims and survivors of domestic abuse but please do contact us if you feel your behaviour is harming another person and you wish to seek help and support.

Please bear with us during these next few weeks and we wish you our best wishes and hope you keep safe and well.

Hampshire 0800 916 9878

- Target Hardening
- Health based Domestic Abuse Advocacy
- DVA Cars
- Dragonfly outreach and champion community training and support

Dorset and Bournemouth Christchurch and Poole 0800 032 5204

- Outreach
- Refuge and Safe House
- Stalking
- Sexual Violence Advocacy
- Target Hardening
- Diversity and Inclusion specialist support
- Refuge accommodation and support for male victims
- Health based Domestic Abuse Advocacy
- Dragonfly outreach and champion community training and support

Isle of Wight 0800 234 6266

- Refuge
- Outreach support
- Target hardening
- Health based Domestic Abuse Advocacy
- Community perpetrator programme (The Hampton Trust)
- Sexual Violence advocacy (The Hampton Trust)
- IDVA service

West Sussex - Connect 01403 229017

- Working with whole family support
- Specialist victims and perpetrator teams
- Specialist children's teams
- Peer development groups
- Outreach

- Support groups
- Counselling and therapeutic interventions

Somerset 0800 694 9999 (from 1st April 2020) youfirstsidas@theyoutrust.org.uk

- Outreach
- Refuge and Safe Houses
- IDVA
- Speciality children's teams
- Specialist perpetrator teams
- Dragonfly outreach and champion community training and support
- MARAC teams

We will send out regular updates on our social media, please do support and share on Twitter and Facebook and are working on an alternative communication/contact via our website for victims of domestic abuse when they are not able to talk.

Please do not hesitate to contact us should you need any further information and please share with any partner agencies.

Thank you

Tonia Redvers
Quality and Operations Director
The YOU Trust