

# Worried about domestic abuse whilst self-isolating with a partner or family member?

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## Creating a safety plan that you and your children know can help

If you're at risk of immediate harm call 999. Try to leave the property, go to a neighbour or into a public place.

Use opportunities, such as when the perpetrator is in the shower/at the shops to seek help or to leave the property.

If you can't leave the house and suspect that your partner or family member is about to attack you, go to a lower risk area, i.e. where there is a way out and near a phone. Avoid rooms where you may be trapped including kitchens and garages.

Teach your children how and when to call 999 and what to say, i.e. name and address.

Keep important documents such as birth/marriage certificates, immigration papers, bank details or benefit information in a safe place, or give copies to a trusted person.

Keep your mobile phone with you and fully charged.

Identify someone you trust (family member/employer/friend) to check in with you and agree a code word that should you use it, it means you are unsafe and need assistance.



# Useful contacts

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During the COVID-19 restrictions, domestic and sexual violence services will continue to provide support and advice to you. These services may not be able to meet in person but will be available on the telephone or online to help you keep you and your family safe.

Phone lines may be busier than usual at the moment, if you don't get through to a service please keep trying.

**Hounslow Domestic and Sexual Violence Outreach Service and One Stop Shop** **07810 031 780**

Monday - Friday 9am - 5pm  
Email: [Community.Safety@hounslow.gov.uk](mailto:Community.Safety@hounslow.gov.uk)  
One Stop Shop venue temporarily closed

**National Domestic Abuse Helpline** **0808 2000 247**

Available: 24/7

**Victim Support West London** **0808 168 9111**

Available: 24/7

**Women and Girls Network & Rape Crisis** **0808 801 0770**

Monday - Friday 10am - 12.30pm  
2.30pm - 4pm  
Late opening Wednesday 6 - 9pm

**Men's Advice Line** **0808 801 0327**

Monday and Wednesday 9am - 8pm  
Tuesday, Thursday and Friday 9am - 5pm

**Southall Black Sisters** **020 8571 9595**

Monday - Friday, 9am - 5pm

**National LGBT Domestic Abuse Helpline** **0800 999 5428**

Monday, Tuesday and Friday 10am - 5pm  
Wednesday and Thursday 10am - 8pm

**NSPCC** **0808 800 5000**

Available: 24/7

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Find more information at [www.hounslow.gov.uk/dvinfo](http://www.hounslow.gov.uk/dvinfo)