



Covid-19: Yellow Door Services Update:

This has been an exceptionally challenging time for our clients, communities and partner agencies and has particularly impacted those suffering or at risk from Domestic or Sexual Abuse or for whom home is not a safe place. Following government advice regarding the Coronavirus we are continuing to provide information, advice, counselling and support via telephone and Zoom. For those who are unable to engage with us in this way we are now offering a small number of face to face sessions in accordance with government advice and guidelines.

Helplines:

- For information, advice or support about **sexual violence/abuse** call our **Telephone helpline** open 12.00 - 14.00 Monday-Friday: **02380 636313**
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** call the **PIPPA Helpline** open 09.30 – 16.30 Monday-Friday: **02380 917917**

If you need **safe accommodation** please call one of the Southampton Refuge Providers on **02380 671626** or **023 80637550**. Remember, 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 support from national services, including many that operate 24 hours, using phone and/or online messaging:

- **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

We are delivering Pattern Changing and Sure Start Special Programmes online and are accepting new referrals for our upcoming courses.

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

We are open to new referrals for therapeutic services. At the moment the majority of these are being provided remotely but we are able to offer socially distanced face to face sessions to those unable to access our service in other ways. To make an enquiry or referral:

Please send name and contact details to therapies@yellowdoor.org.uk

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

Diversity & Inclusion

- Our Diversity & Inclusion Advocacy services remain open to new referrals
- Southampton African Women's Group (SAWA) are staying connected via WhatsApp
- We have adapted information resources for those with Learning Disabilities and/or additional needs.
- We are partnering with Northam Community Centre and co-delivering Community Zoom Sessions.
- We are delivering professional training on Honour Based Violence, Forced Marriage and Female Genital Mutilation.
- We are able to offer socially distanced face to face sessions to those unable to engage otherwise.

For training or other enquiries or to make a referral: DIA@yellowdoor.org.uk

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

Independent Sexual Violence Advisors

The ISVA service (supporting those who have reported or are wishing to report to the Police) is open to referrals from Police and partner agencies as well as self-referrals.

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

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

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 have progressed to developing pre-recorded Online Sessions which can be accessed by anyone online. We are also able to deliver live online sessions for groups of young people via their school or youth setting. 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> or via <https://www.yellowdoor.org.uk/the-star-project>

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

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 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

or telephone us on **02380 636312** during office hours