

Patient information

Safety and support plan

Options and advice for victims / survivors of domestic abuse

Is it safe to take this home with you? Where will you keep it?

In case of emergency

- Keep a mobile phone charged and with you
- Call 999. Ask neighbours to dial 999 if needed
- Wait in bathroom / bedroom (with lock) for police to arrive

General safety planning

- Report non-emergencies on 101
- Arrange a spare phone and keep it in a bag / bathroom for emergencies
- If possible call the police from a landline or register your mobile number to your address, in case you are unable to give the number over phone
- Keep a diary/log of any contact / incidents / abusive behaviour / concerns
- See your GP or go to a hospital if your partner injures you
- Photograph any damage caused
- Keep text messages/voicemails/emails (screen shots if required)

- When out of the house, stick to busy, well-lit areas and go into the nearest public place if approached or if you have concerns, then call the police
- Consider changing your phone number or blocking theirs
- Use a code word to alert friends / family if they need to call the police
- Consider particular dates where risks may increase eg birthdays
- Increase online security, especially banking, social media, passwords

Legal

- Seek legal advice from a solicitor
- Get a restraining order applied if assaulter is charged with an offence
- If not charged, consider applying for a:
 - ◇ Non-Molestation Order
 - ◇ Occupation Order (says who should live in the property)
 - ◇ Prohibited Steps / Child Arrangements Order

Separating and post separation

- Consider removing yourself from the open electoral register, to keep any new address confidential
- Change your daily routines / routes to work or school shops visited etc, if they are likely to follow or monitor your movements
- Consider removing important items that will not be visibly missed to a place of safety (pack an emergency bag and hide it somewhere safe)
- Be prepared to leave the house in an emergency, rehearse your escape plan, take ID if possible
- Go to a lower risk area of the house eg where there is a way out, avoid the kitchen

Children

- Await contact from Children's Services
- Keep your children's school / nursery informed
- Advise the school that under no circumstances should he / she collect the children, and if he/she tries they should contact you / the police
- Provide a photo of the perpetrator to the school / nursery – use a password if necessary
- Ensure children know how and when to call 999, their home address and where to go to in an emergency
- Advise children to call 999 on a landline if possible, give their address and then leave the phone (still connected) on the side within earshot of the incident taking place
- Ensure safety around child contact

Financial

- Have your own bank account
- Avoid using joint bank accounts, if abuser sees bank statements and your location is not known
- Ensure benefits are in place / applied for
- Seek advice from Citizens Advice Bureau (CAB) / Anglia Care Trust

Health and wellbeing

- Get medical treatment from hospital or GP if you are injured
- Speak to GP or Suffolk Wellbeing (0300 123 1781) if you require more support with emotional and mental wellbeing
- Consider Turning Point for substance misuse / alcohol support

- Consider Ferns for sexual abuse support
- Consider attending a Freedom Programme course on the dynamics and effects of abusive relationships

Additional support factors

- Have your phone checked for tracking devices and turn off location services
- Increase online security, especially on social media
- Change your online passwords, especially online banking details

Housing and security

- Refuge required: yes / no
- Keep doors and windows locked where possible
- Utilise any chain / bolts already on doors / gates
- Consider additional locks to doors / gates
- Add a lock to your bathroom or bedroom door and use a safe place to wait for the police if necessary
- Ensure smoke detectors are working and chain bins together and away from property due to fire risk
- Consider adding outside lighting
- Housing options appointment booked
- Arrange a code word with neighbours to contact the police (a word or object)

Who can I contact in an emergency?

Dial 999 for an immediate police or ambulance response.

Nearest Emergency Department is located at: **West Suffolk Hospital, Bury St Edmunds**

National Domestic Abuse Helpline	0808 200 0247
Men's Advice Line	0808 801 0327
FERNS (Sexual Assault Referral Centre)	0300 123 5058
Bury St Edmunds Women's Aid	01284 753085
Anglia Care Trust - Domestic Abuse Outreach Service	0800 977 5960
Alumah – West Suffolk Domestic Abuse Charity	07770 468 698
GALOP (LGBT)	0800 999 5428
Stalking Helpline	0808 802 0300
Karma Nirvana (honour based violence/forced marriage)	0800 599 9247
Citizens Advice Bureau	01284 753675

Emergency housing departments

St Edmundsbury Council	01284 757 178
Out of hours	01284 763 252
Forest Heath Council	01638 719 345
Mid-Suffolk Council	01449 724 778

If I need to leave I will try and take with me

- | | |
|--|---|
| <input type="checkbox"/> ID | <input type="checkbox"/> Documentation |
| <input type="checkbox"/> Bank cards / information / statements | <input type="checkbox"/> Proof of income / benefits |
| <input type="checkbox"/> Money | <input type="checkbox"/> Phone and spare |
| <input type="checkbox"/> Clothes | <input type="checkbox"/> Children's clothes |
| <input type="checkbox"/> Favourite toy | <input type="checkbox"/> Medication |