

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 controlling behaviour and/or 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 services are still available to offer help. If you are not sure if you are experiencing domestic abuse, please [click here](#).

Support services

The main domestic abuse services to contact

- **Richmond borough - Refuge** (Independent Domestic Violence Advisor (IDVA) and Outreach Service) **020 8943 8188** Monday – Friday 9am-5pm

Other services

- **Metropolitan Police** - if in an immediate danger, always call **999**. For non-emergencies, dial **101**.
- **One Stop Shop service** is closed until further notice, however residents can contact Refuge on **020 8943 8188**. This service is open Monday – Friday, 9am-5pm
- **National Domestic Violence Helpline 24/7** **0808 2000 247**
- **Richmond Foodbanks** **020 8940 0274** [click here](#)
- **Women's Aid Live Chat online service** Monday to Friday 10am - 12pm [click here](#)
- **Rape Crisis Live Chat Helpline** – available for women and girls aged 16 + [click here](#).
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.
- **COVID-19 Community Hub** - **020 8871 6555** [click here](#)
- **Housing options** – if you are at risk of homelessness, please contact Housing Information and Advice Team **020 8891 7409**.
- **Adult Social Services** - **020 8891 7971**
- **Children and Family Support Services** - **020 8891 7969**
- **Age UK Advice Line** **0800 678 1602** Lines are open 8am-7pm, 365 days a year [click here](#)
- **Galop - LGBT+ anti-violence charity** - London LGBT+ Advice Line **020 7704 2040** Monday to Friday between 10am-12.30pm and between 1.30pm-4pm
- **Men's Advice Line** - **0808 801 0327** Open Monday-Friday 9am-5pm
- **Mankind** Male Victims of Domestic Abuse Monday-Friday 10am to 4pm **01823 334244** [click here](#)
- **Surviving Economic Abuse guidance** [click here](#)

