



SWANSEA WOMEN'S AID

# CHANGES TO SWANSEA WOMEN'S AID'S SERVICE PROVISIONS DUE TO COVID-19.

Updated 14th May 2020

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# OVERVIEW

Due to the current circumstances caused by COVID-19, we have had to make some changes to our service provisions. These changes have been made in the interest of both our staff and service users' health and safety and to follow government guidelines. The changes in provision will be until further notice. We will provide regular updates detailing any changes to our services.

We know that now, more than ever, woman and children are going to need our services. Since lockdown has started there has been a rise in incidents of domestic abuse around the country. We know that home is not a safe space for many people to be and in this unsettling time, we know women need our help and support.

We want to send a clear message that even though our services have changed, our services are still open. Our team are still here to provide help, support and guidance. We are still here to listen and we can still provide women with a safe space to stay.

In a time of isolation and social distancing we want women to know:

**You are not alone.**

**Swansea Women's Aid is here to support you.**

# REFUGE SERVICE

Our refuge service provides short term emergency accommodation to women and children who are fleeing from domestic abuse.

## Refuge Referrals

Our refuge service is still running and we are still accommodating new service users when we have a vacancy. As well as our usual assessment for intake to the refuge, we have also added further questions related to COVID-19 for the protection of our staff and current residents in our refuges.

## Support in Refuge

We have been forced to reduce the amount of face to face support we are able to offer in our refuges. However, staff will be on-site at least once a day to assist with any needs of our service users.

Outside these times, refuge service users will be able to contact our team 24 hours a day via the phone for emotional and practical support. We will also be continuing our 24-hour call-out system, where members of our team will visit the refuge should a service user need assistance that we are not capable of providing over the phone.

**If you are seeking refuge, please ring the Live Fear Free Helpline on 0808 8010 800, they are a 24hr helpline and they will be able to advise you of what refuge space is available.**

# DAISE PLUS PROJECT

The DAISE Plus Project supports women age 16 plus who are experiencing or have experienced domestic abuse.

## **Existing Service Users**

Existing service users who had booked appointments have been contacted by their support workers and all face to face appointments have been rescheduled as phone appointments. Service users who did not have a booked appointment can get in touch with their support worker to schedule a phone appointment.

## **New Service users**

New service users are able to access DAISE plus services. Women looking to receive help and support can call us on 01792 644683, where they can receive emotional support from one of SWA's team. After they have received initial support, they will be passed to the DAISE Plus team who will arrange follow up phone appointments for continued support.

## **Groups**

We are now running our Freedom Programme and Recovery Toolkit groups online via ZOOM and are in the process of contacting people to join the online courses. Our waiting lists for both groups are still open.

## **Supplementary Services**

Our counselling, homeopathy and complementary therapies have been suspended until further notice.

# CHILDREN AND YOUNG PEOPLE'S SERVICE

The Children and Young People's service (CHYPS) offers support to children and young people who have been affected by domestic abuse.

## Appointments and Support Sessions

All face to face appointments and sessions with our Children and Young People's service have been cancelled for the foreseeable future our CHYPS and CHAT team are still in touch with current service users and are providing emotional and practical support for children, young people and parents via phone calls and video chats.

## Groups

Our STAR Group, STAR Clubs and Forest School sessions are postponed until further notice.

## New Referrals

Our CHYPS team are still accepting new referrals. Support for new referrals will start immediately if the service user is happy to receive support via phone or video chat. Please contact our team if you would like to refer a young person for support.

## Helpline

Our CHYPS team have launched a helpline for children and young people. The helpline is available every Tuesday and Thursday from 12 pm to 4:00 pm and can be accessed by calling 01792 644683

# SWAN PROJECT

The SWAN Project supports sex workers in the Swansea area.

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## **Day Time Support**

SWAN project service users are still able to get in touch with SWAN Project Support Workers via the phone for emotional and practical support. We are also able to supply food parcels, condoms and other essential items to our service users which we are able to deliver following appropriate social distancing measures.

## **Evening Outreach**

We have unfortunately had to suspend our SWAN Project Outreach provision until further notice. This decision was not taken lightly and has been made in the best interests of the women we support, as well as our staff and volunteers.

# MORE INFORMATION

If you require any more information or have any queries you can contact us via phone on **01792 644683**

Via Email at **[swa@swanseawa.org.uk](mailto:swa@swanseawa.org.uk)**

Visit our website at **[www.swanseawomensaid.com](http://www.swanseawomensaid.com)**

You can contact the Live Fear Free Helpline on **0808 801 0800**

If you are in fear for your safety and can do so, **call 999.**

Or in non-emergencies and for reporting, **call 101**

You can also follow us on Facebook, Twitter and Instagram to see our latest updates.