

Haileybury Turnford

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On Monday 20th April 2020, Safer Places launched a new [live chat](#) service to support those experiencing, or at risk of abuse

The new service enables anyone experiencing abuse to chat directly with a member of the [Safer Places](#) team.

The measures announced to tackle coronavirus (COVID 19) have seen day to day life change dramatically and undoubtedly made it harder for people to access support services as survivors are isolated with abusers with small windows of opportunity to speak. This new service will give survivors the opportunity to access support discreetly.

The service provides survivors with information and supports individuals to make choices about how to increase their safety, the safety of their family and make decisions about their future. Research tells us that more and more of us go online to find information and look for answers. Safer Places online chat service is available both day and night and enables those who feel safer seeking support online to chat to a qualified professional to get confidential support and advice when, where, and how they want it.

Janet Dalrymple, CEO of Safer Places said:

"Safer Places provide life changing and life saving support services across Essex and Hertfordshire. Our new Live Chat service will allow us to reach more people affected by abuse and give survivors the opportunity to safely access non-judgemental support and advice. Coronavirus (COVID 19) is impacting upon us all and we are seeing a dramatic rise in the numbers of those wanting to access our services and how they wish to do so. It can be incredibly difficult to talk about abuse - and making a call can be difficult, now more than ever with abusers in the home. That's why we have worked around the clock to create our [Live Chat service](#). Our qualified expert staff are now available by phone and live-chat every day, day and night. We want to reassure everyone in the communities that we serve that we are here for you, when you need us and how you need us, our support is led by you".

The new service will initially be open between 8:30am and 5pm Monday to Friday and 8pm - 8am Fri - Sun 8pm - 8am



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Registered office: Haileybury Academy Trust, London Road, Hertford Heath, Hertford, Hertfordshire, SG13 7NU