

**From:** [redacted] NR [/O=PHU/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=[redacted] NR  
**Sent:** 10/04/2020 10:24:44  
**To:** Abolhasani Azita [azita.abolhasani@homeoffice.gov.uk]  
**Subject:** READOUT: HS Call with Suzanne Jacobs

**Home Secretary – HS**  
**Suzanne Jacobs – SJ**

HS thanked SJ for taking the call, particularly on a bank holiday. HS explained she had been speaking to others over the past few days in these unprecedented times. She said she was keen to understand how organisations were responding to the new pressures created by COVID.

HS said that she was working on a package that we are hoping to announce in the next few days. She said she was keen to hear what practical support would be of value.

SJ thanked HS for the call and welcomed the Home Secretary's article in the Mail on Sunday on domestic abuse.

She explained that we were seeing a mixed picture including where some areas had 'gone quiet' which is of concern. She said it was important to keep listening to understand what is really happening to people. She said this was a point at which traditional provision like refuges are less suitable and accessible. She said her organisation prioritised people being able to stay safely in their own home. She sees merit in being offered rooms in hotels but highlighted this disconnected with support organisations and didn't give women safety in their own home.

SJ described some of the work being done by community organisations in creative ways, including creating a 24 hour helpline in Hampshire. She said that anecdotally, people were waiting to reach out which was increasing risk. She said that it was important that specialist support remains available where the worst happens and we see a domestic homicide. She also said she was particularly concerned about where risk assessment processes were being stepped back. She said it was also important to message directly to perpetrators.

SJ also said that her organisation was always keen to look ahead at the next challenge. She said she was particularly concerned about the provisions for children after lockdown is lifted but that the ability to offer provision has changed.

HS thanked SJ for a comprehensive update. She explained that she did not see moving out of lockdown as binary. She discussed the different way the courts system was working. She said it was important to ensure vulnerable children get support from schools.

She said this was an opportunity to bring coherence across the sector in ways of working covering both protection and prevention work. She said we've not seen a shift in trends or numbers in policing but opportunities to engage with police are limited. She reflected that we won't know how specific services will be needed after the lockdown. She was keen that there was a consistent approach to risk assessment. **HS committed to pick this up across government, noting the practicalities still make a difference.**

On perpetrators, HS said that she'd discussed perpetrators with Vera Baird and said that there was read-across to CSEA work. HS committed to share information about Home Office plans and discussed that awareness raising was only one part of the picture and that practical support was necessary.

SJ explained some of the work they were doing with the Department on work with unconventional points of intervention. She noted this was an opportunity to build a broader community of points at which domestic abuse can be responded to.

HS said she saw the volunteer network and the retail sector as an opportunity. HS agreed that this was an opportunity to take forward in the medium and long term.

SJ said that Clarence House was keen to engage the Royal Volunteer Force to offer practical advice to people in a way that was manageable and digestible.

HS committed to stay in touch and to continue to share working and thinking. She asked SJ to share anything that wasn't getting sufficient attention in the short and medium term. She said SJ would be a great support to the Government to ensure support was effective for the front line.

SJ said she would support the communications package and hoped she could assist smaller organisations in taking part in this work to create a plurality of voices. She also committed to look ahead and raise issues.

HS concluded by thanking SJ and everyone in her organisation in their work to save lives and make a difference.

**NR**

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