

# Welcome

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**‘Tackling domestic abuse in the lead up to Christmas’**

The event will start shortly

*Today's event is being recorded, a replay will be available on our website from later this week*

# Agenda

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- 10:00 **Welcome**  
**Elizabeth Filkin CBE**, Chair, EIDA
- 10:10 **Introduction to 'Tackling domestic abuse in the lead up to Christmas'**  
**Steve Maule**, Acting CEO, EIDA
- 10:15 **SafeLives**  
**Suzanne Jacob OBE**, CEO, SafeLives
- 10:30 **Suzy Lamplugh Trust**  
**Saskia Garner**, Head of Policy and Campaigns, Suzy Lamplugh Trust
- 10:45 **The Hollie Gazzard Trust**  
**Nick Gazzard**, Founder, The Hollie Gazzard Trust
- 11:00 **Q&A**
- 11:15 **Everyone's Business Awards**  
**Patrick Ryan**, CEO, Hestia
- 11.20 **Summary**  
**Steve Maule**, Acting CEO, EIDA
- 11:25 **Close**  
**Elizabeth Filkin CBE**, Chair, EIDA



# Welcome



**Elizabeth Filkin CBE**

*Chair, EIDA*



# SafeLives



**Suzanne Jacob**  
*CEO, SafeLives*

# Questions



[www.safelives.org.uk](http://www.safelives.org.uk)  
<https://safelives.org.uk/reach-in>



0117 403 3220



@safelives\_



@safelives.uk



@safelives\_



community.safelives.org.uk

[www.yourbestfriend.org.uk](http://www.yourbestfriend.org.uk)



# Suzy Lamplugh Trust

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**Saskia Garner**

*Head of Policy and Campaigns, Suzy Lamplugh Trust*



# Violence Against Women & Girls & the work of the Suzy Lamplugh Trust

EIDA Event 2021

**Saskia Garner**

**Head of Policy and Campaigns**

**Suzy Lamplugh Trust**

# SUZY LAMPLUGH TRUST

35 years ago, on the 28th July 1986, a young woman called Suzy Lamplugh disappeared in broad daylight. Her body has never been found, the case remains open to this day and the perpetrator remains unaccounted for. Paul and Diana Lamplugh set up the Trust and we work tirelessly to ensure that Suzy's legacy lives on by reducing the risk of violence and aggression through **campaigning**, **education** and **support**.



**CAMPAIGN. EDUCATE. SUPPORT.**

# OUR WORK INCLUDES



## Support:

- National Stalking Helpline
- STAC



## Education:

- Personal Safety training
- Publishing guidance
- Consultancy

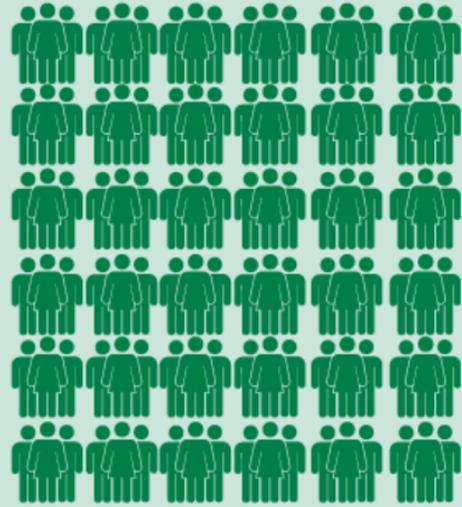


## Campaigning:

- Raising awareness
- Influencing policy makers
- Working with partners

# STALKING ATTRITION RATES

**1.5 MILLION  
CASES OF STALKING**



**32,217  
REPORTS**  
2.15%



**3,506  
CHARGES**  
0.23%



**2,727  
PROSECUTIONS**  
0.18%



**1,558  
CONVICTIONS**  
0.10%



**BETWEEN APRIL 2019 AND MARCH 2020 IN ENGLAND & WALES**

**CAMPAIGN. EDUCATE. SUPPORT.**

## MENTAL HEALTH AND TRAUMA TRAINING

Stalking is a crime of psychological terror. The impact can be devastating, with **78%** of victims in a pilot study meeting the clinical criteria for PTSD. Other common responses are self-harm, depression, hypervigilance and at its worst, suicide. That's why it's so important for victims to get the help they need. The Trust offers victims trauma-informed psychological advocacy which supports clients to explore and begin to understand some of the trauma suffered and offers tools to help cope.



Because everyone has the right to be safe **#35years #righttobesafe**

**CAMPAIGN. EDUCATE. SUPPORT.**

# IMPACT ON MENTAL HEALTH

**94%** OF RESPONDENTS'  
**MENTAL  
HEALTH**

**HAD  
BEEN  
IMPACTED  
BY THE  
STALKING**



**HALF OF RESPONDENTS\***  
THOUGHT THAT THE IMPACT OF  
**19% STALKING**

**IN THEIR  
MENTAL  
HEALTH**

**HAD WORSENER  
SINCE THE FIRST  
LOCKDOWN**



*whose experience of stalking started before the first lockdown*

## PERPETRATOR INTERVENTION

Our Multi-Agency Stalking Intervention Programme (MASIP) was a worldwide first, launching in 2018 across three sites to tackle the fixation and obsession at the core of stalking perpetrator behaviours. Work continues at all three pilot sites with Suzy Lamplugh Trust working with police, probation and health services at the London site to reduce the level of reoffending and ensure that victims' needs and safety are kept at the forefront of the services.



Because everyone has the right to be safe **#35years #righttobesafe**

**CAMPAIGN. EDUCATE. SUPPORT.** suzy lamplugh trust **LIVE LIFE SAFE**

## TAXI & MINICAB LICENSING

Suzy Lamplugh Trust has campaigned for decades to improve safety checks for taxi and minicab drivers.

We work with survivors and victims including the family of Sian O'Callaghan who was tragically murdered in 2011 by a minicab driver after a night out in Swindon.

Join our campaign to introduce national minimum standards for licensing taxi and minicab drivers

[www.suzylamplugh.org/taxi-and-phv-safety](http://www.suzylamplugh.org/taxi-and-phv-safety)



Because everyone has the right to be safe **#35years #righttobesafe**

**CAMPAIGN. EDUCATE. SUPPORT.**

# PUBLIC SEXUAL HARASSMENT

- a shocking 71% of women in the UK have experienced public sexual harassment, with this rising to 86% among 18-24 year olds (UN Women)
- Recent research shows that 76% of girls who have experienced harassment have never reported it, yet 72% said they would be more likely to report to the police if they knew it was a crime

# EDUCATION: STALKING TRAINING

## OPEN ACCESS STALKING AWARENESS

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This one-day training session is suitable for any individual interested in the dynamics and impact of stalking. It provides attendees with an introduction to stalking behaviours, the impact and support needs of victims, stalker typologies, and a brief outline of safety planning. This course is not designed for professionals who are supporting victims, but as an initial insight into this serious and complex crime.

## STALKING IN THE WORKPLACE TRAINING COURSE

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The Stalking in the Workplace course is relevant to all professionals working in HR and Health & Safety functions, as well as members of senior operations or management teams, who may need to assess and assist cases in which colleagues are experiencing stalking or harassment within the work environment. The course upsills delegates to better understand stalking as a crime, learn effective methods in how to best support victims, and feel confident and empowered to do so. Research has found that 50% of stalking victims have curtailed or ceased work as a consequence of being stalked. Moreover, stalking perpetrators also pose risk to fellow employees of the victim, who are often unaware of what is going on. This course will inspire HR and H&S decision makers to implement adequate and robust policies and protocols on how to support employees experiencing stalking, reducing risk and cost to the wider organisation.

## BESPOKE STALKING AWARENESS TRAINING COURSE

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Our bespoke stalking awareness course is tailored to your organisational requirements and will allow delegates to develop an in depth understanding of the complexities around stalking. This training is aimed at organisations that work directly with victims of stalking, including domestic abuse support services. Our bespoke course requires an initial training-needs assessment to help effectively modify and adapt the content and topics, ensuring your organisation's needs are met. There are core and optional modules that are discussed and reviewed during the training needs-assessment call, as outlined:

### Core modules

- Introduction to stalking
- The impact of stalking on victims
- Risk Management and safety planning
- Introduction to Legislation

### Optional modules:

- Casework and advocacy
- Digitally-enabled stalking
- Stalking behaviours, typologies, and the impact on risk
- Criminal Legislation
- Civil Legislation
- Stalking Protection Orders
- Stalking & mental health (both stalkers and victims)
- Stalking & young people
- Interventions with stalkers
- Victims with multiple or complex disadvantages

## STALKING PROTECTION ORDERS COURSE

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This course is suitable for services working with stalking victims including Advocacy and Domestic Violence services, as well as statutory services such as the Police and Social Care.

SPO's came into force in early 2020 and are implemented to protect victims of stalking by giving police powers to apply for a protection order as soon as stalking behaviours have been identified. The order can prohibit the stalker from engaging in specific behaviours and mandate their involvement in appropriate interventions. The course will advise on how the SPO will assist ways to address the danger that perpetrators pose whilst further investigation is conducted.

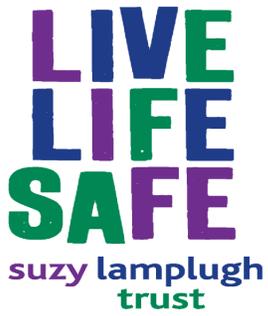
**This is suitable for Advocacy services, Domestic Violence services, Police, Social Services, and focuses specifically on SPO's and how they support victims.**



## SUZY'S CHARTER FOR WORKPLACE SAFETY

-  1. Embed a workplace personal safety culture
-  2. Implement robust risk assessments
-  3. Provide robust reporting procedures
-  4. Provide personal safety training
-  5. Implement a tracing system
-  6. Have a system in place to covertly raise the alarm
-  7. Offer staff a personal safety alarm if necessary
-  8. Regularly consult on and review safety policies and procedures with employees

For advice on any aspect of the charter and its implementation



## FOR MORE INFORMATION....



[www.suzylamplugh.org](http://www.suzylamplugh.org)  
0207 091 0014



[www.stalkinghelpline.org](http://www.stalkinghelpline.org)



# The Hollie Gazzard Trust

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**Nick Gazzard**

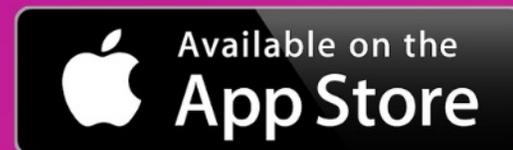
*Founder, The Hollie Gazzard Trust*

Make Hollie your  
Guardian Angel



## Introducing Hollie Guard

In danger? A simple tap or shake automatically activates Hollie Guard



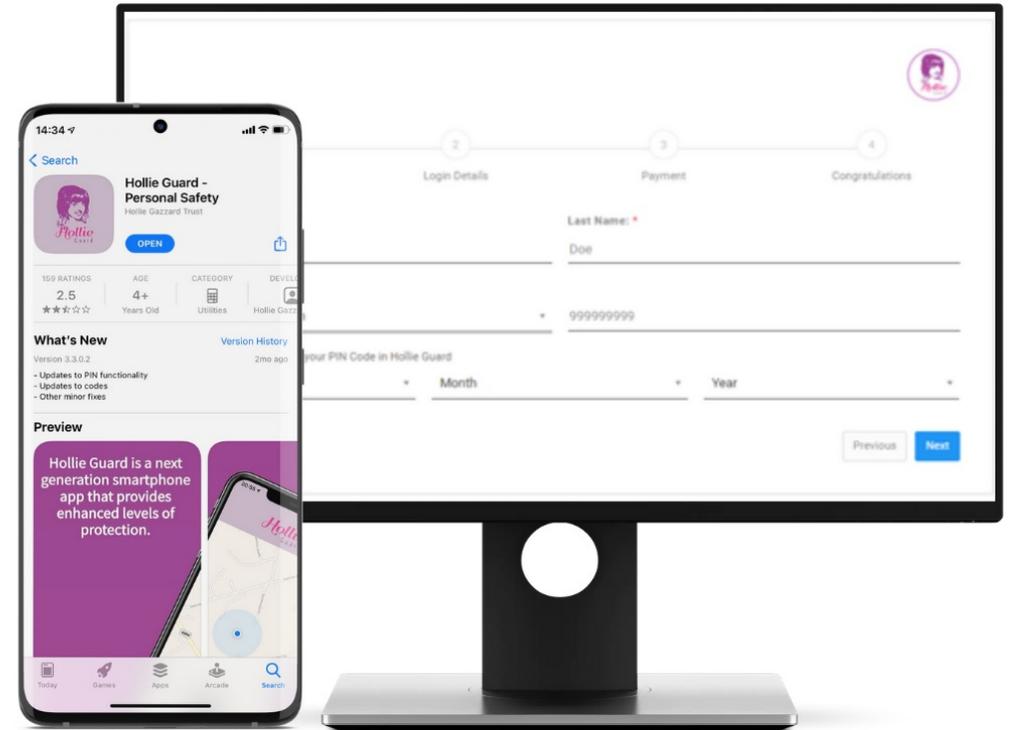
# Hollie Guard v2 – Mobile App



## In App Registration or via website

HollieGuard users can now register via the App or website

- Go to your app store & download Hollie Guard app
- Click on the register tab & complete your personal details
- Use your email address & password to login
- You are now ready to personalise your settings



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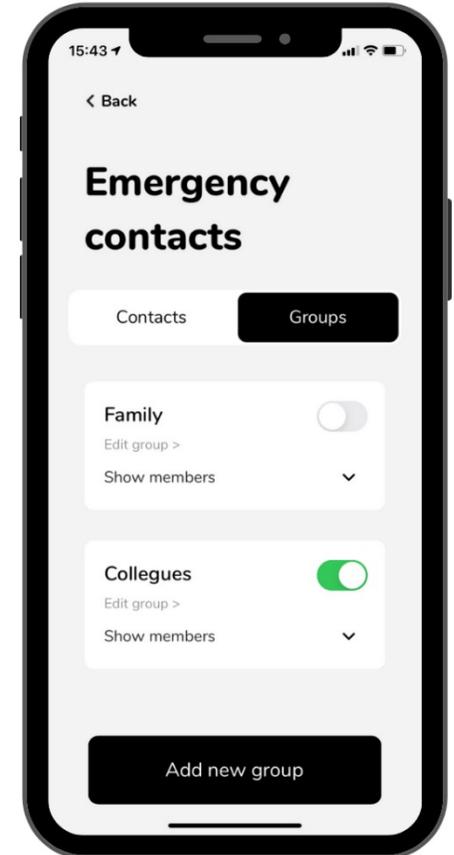
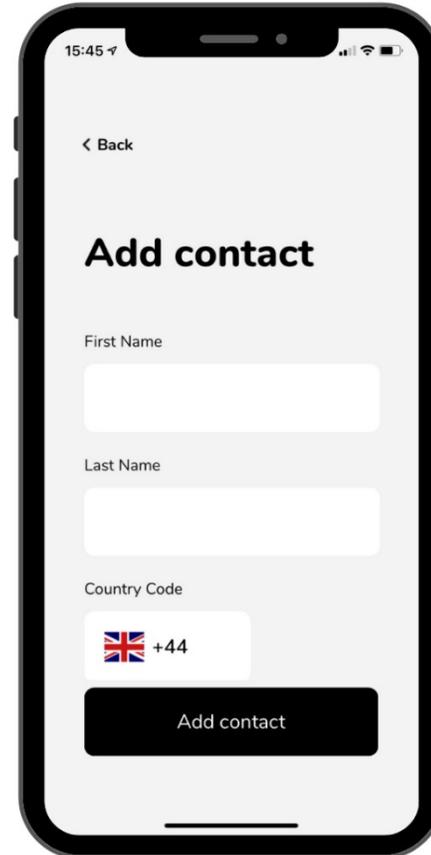
*Hollie*  
Guard

# Hollie Guard v2 – Mobile App



## Emergency Contacts

- To add an Emergency Contact you will need their full name, mobile number and email address.
- Please ensure that you know your emergency contact and confirm with them that they are happy to receive alerts before you add the.
- Hollie Guard offers flexible options so you can create different groups of designated emergency contacts whether it's family, friends or co-workers.
- You can choose which group receives alerts at certain times by clicking the slider next to the group name.



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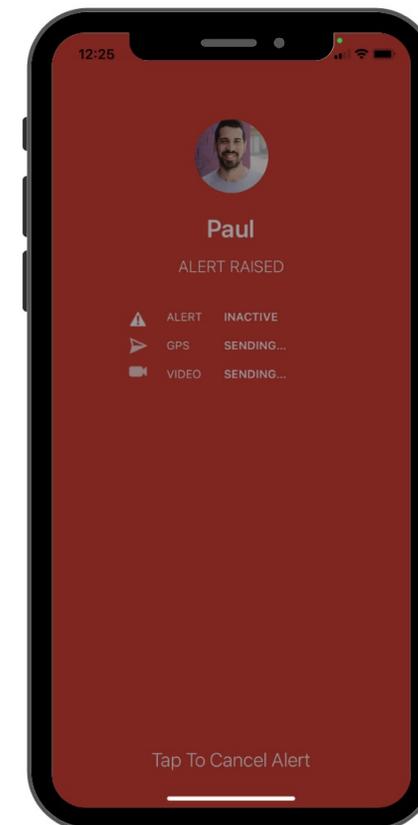
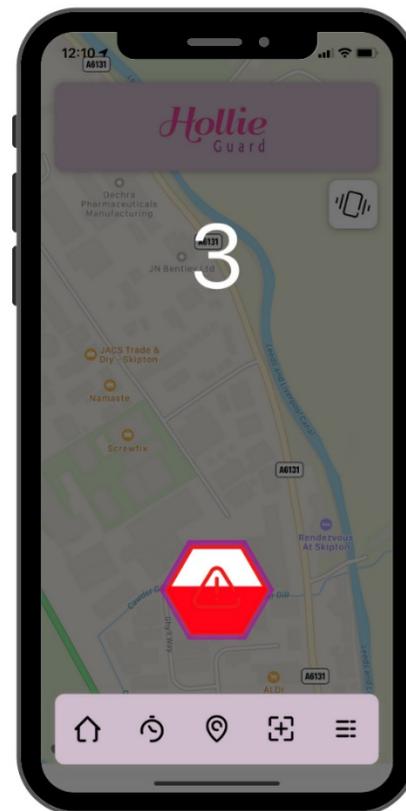
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Guard

# Hollie Guard v2 – Mobile App



## Raising an Alert

- If you feel threatened, you can send out the alert by either **shaking** the phone or **pressing the icon tile button**.
- As soon as the alert is activated, your **current location** and the route from the **time of activation** of Hollie Guard is sent to your emergency contacts via SMS and email.
- Once this happens your phone **automatically starts to record voice and video**. This is saved on Hollie Guard server, **not** on your phone.
- From this moment onwards, your location is tracked and viewed in real-time by your emergency contacts.



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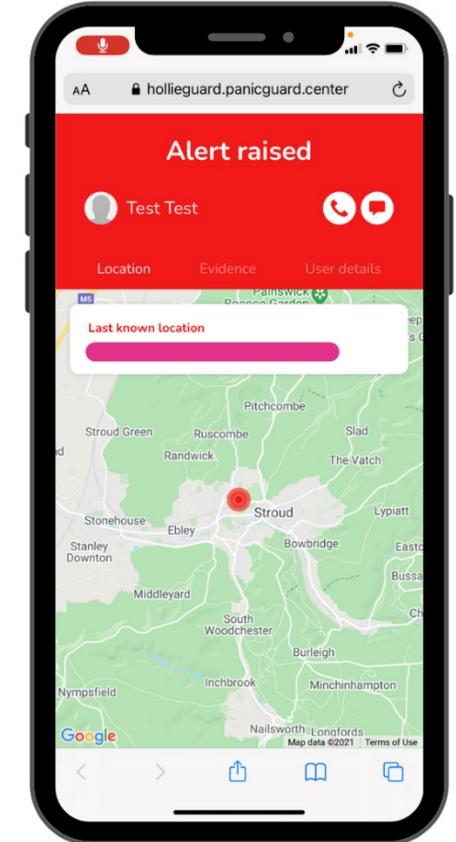
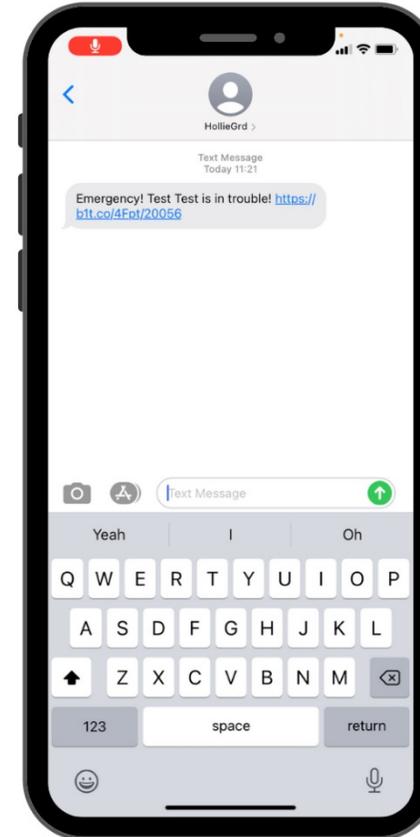
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# Hollie Guard v2 – Mobile App



## Alerting (On Nominated Contacts mobile)

- Activating the Alert sends an SMS text and email to your nominated contact.
- The email sent suggests the you need assistance now.
- Your contact can click on the link to load preview: This shows a map of your location and address details. It also shows live footage of what is happening.
- This information is not held on the mobile but, sent back to Hollie Guard secure server.



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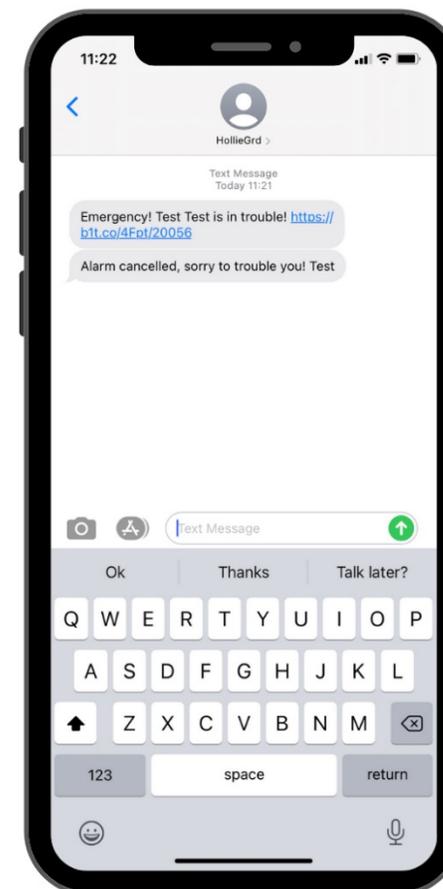
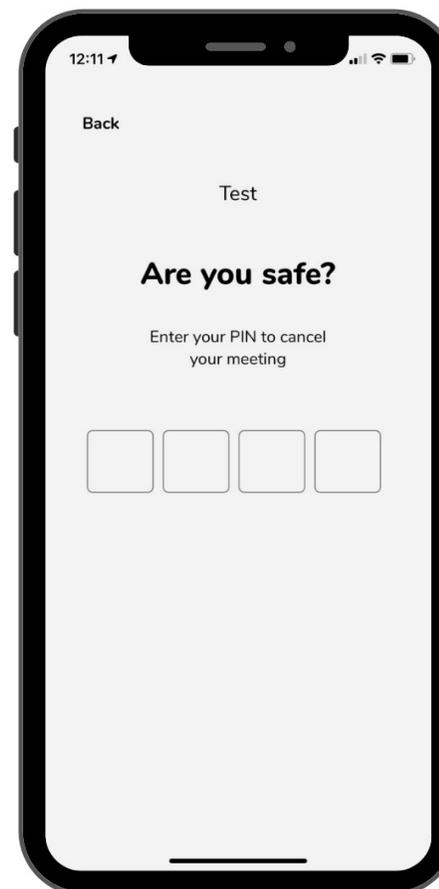
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# Hollie Guard v2 – Mobile App



## Cancelling the Alert

- You can tap the screen to cancel and enter your four digit pin.
- If asks if you are safe. Selecting **YES** sends an SMS text and an email to your nominated contact confirming you are safe.
- Selecting **NO** advises your contact that you have been forced to cancel the alert.
- Enter 9999 and whilst looking like the app is closed it will let your nominated contact know that you have been forced to cancel the alert. However, the app is still monitoring despite appearing to be “logged out”.



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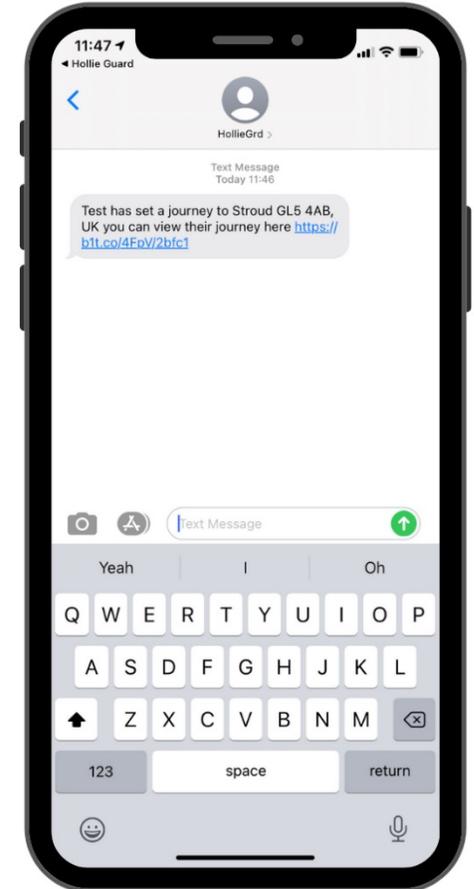
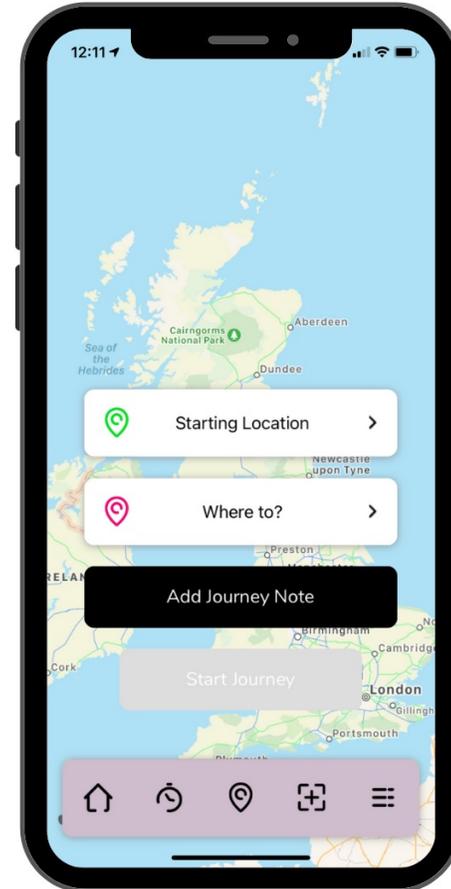
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# Hollie Guard v2 – Mobile App



## Journey Feature

- Select a starting point and ending.
- Click START Journey.
- Your emergency contacts will receive a SMS and an email with a link to a website that lets them view the journey details in real time.
- You can check the progress of your journey by tapping the interactive map.
- Once you've reached your destination the app will ask if you are safe or not. If you select No, you will be given an option to trigger an alert.



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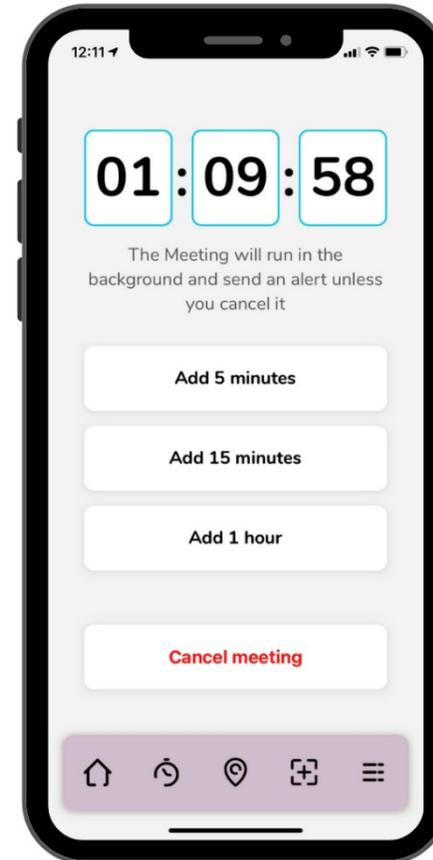
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# Hollie Guard v2 – Mobile App



## Meetings Feature

- Tap the meeting icon in the app.
- Select the duration of your meeting.
- Enter notes about the meeting, which if an alert is activated will be seen by your emergency contact.
- Tap submit, and the meeting timer will count down.
- The system sends out a pre-warning before the alert is sent out in the form of a vibration or sound, giving you the chance to add more time or cancel the countdown.



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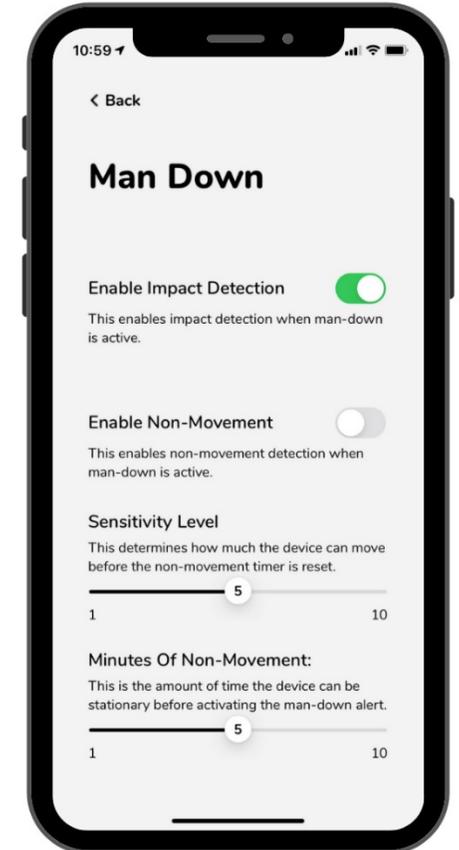
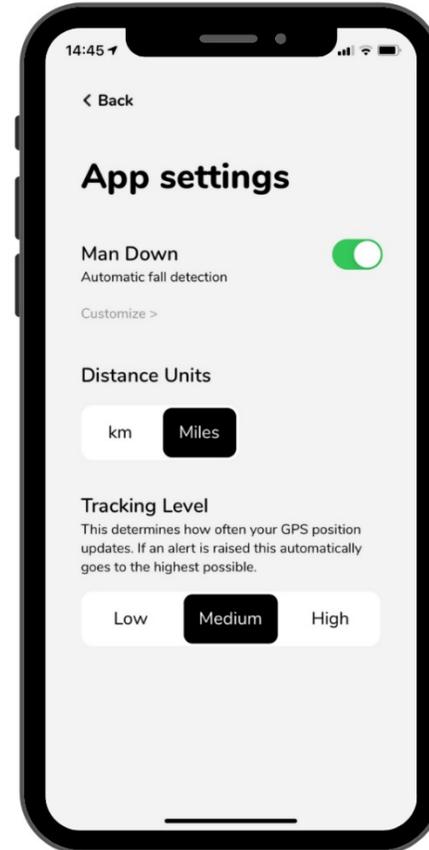
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# Hollie Guard v2 – Mobile App



## Man Down Feature

- When enabled, the Man-Down feature allows the app to automatically detect if you have had a sudden fall or stopped moving for a period of time. This provides peace of mind in your daily life.
- You can set the amount of time for non activity, before an alert is sent, sensitivity of the phone before alerting on impact.
- Ideal for lone workers including when; walking the dog, horse riding, out for a run alone and working at heights.



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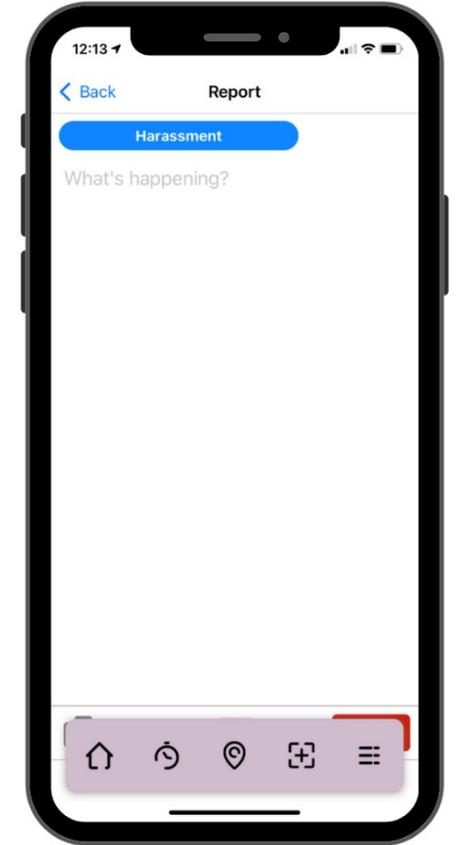
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# Hollie Guard v2 – Mobile App



## Report Feature

- The report feature allows users to quickly and easily record an incident with supporting photo evidence that is automatically categorised, time stamped and geo tagged.
- Evidence is saved to the Hollie Guard server.
- There are three report icons to choose from:
  1. Harassment
  2. Stalking Activity
  3. Domestic Abuse



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# Hollie Guard v2 – Mobile App



## 24/7 Monitoring Service

- When an alert is raised, the monitoring Agent will watch audio/video evidence and will determine user's location.
- The Agent will send a confirmation SMS to the user and their emergency contacts.
- If the evidence suggests the user is **NOT** in danger, the agent will call the user to verify the situation.
- If the user provides a duress pin, the police will be called.
- If the user does not answer, the Agent will call their emergency contact.
- If emergency contact does not answer, emergency services will be called, if evidence suggests user **IS** in danger.



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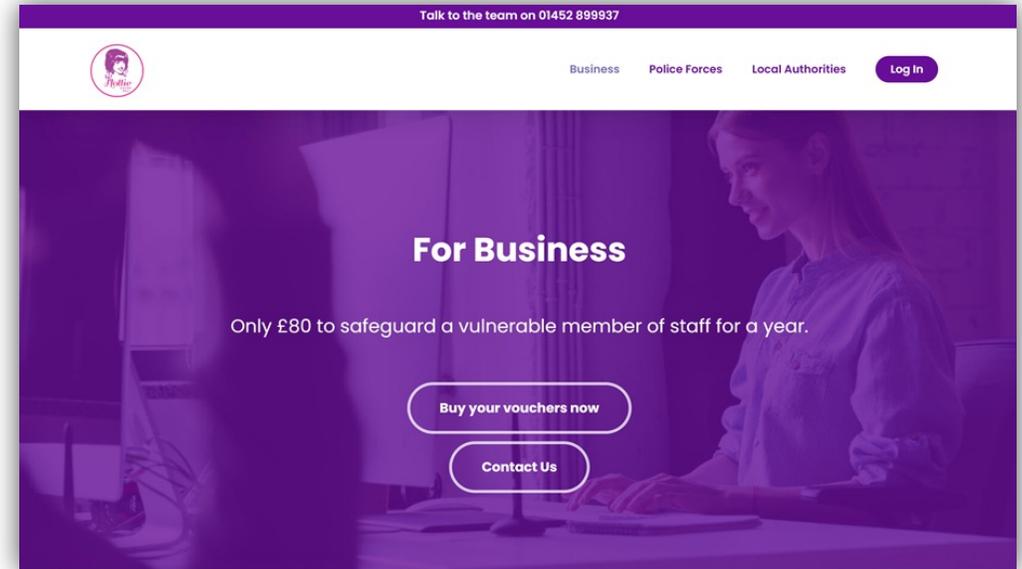
# Hollie Guard v2 – New Website



## Hollie Guard Business

- Businesses are able to purchase 12 months of increased security through the 24 hour monitored service for a group of employees.
- Select your package and hit 'buy now'
- Payment can be made through the website
- You will be allocated your own dashboard through the management portal where you can allocate codes to staff, obtain statistical information and purchase more codes as required. It is totally self serving.

[www.hollieguard.co.uk](http://www.hollieguard.co.uk)



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# Hollie Guard v2 – Management Portal



## Management Portal

 **Dashboard Test** [Logout](#)  
dashboardtest@pancguard.com

### Assign New Voucher Code

Enter your user's name, email and phone number to give them access to Hollie Guard.

First Name\*  Last Name\*

Phone Number   Email Address

**Available 20** **Redeemed 0** **Pending 0** [Code status explained](#)

Voucher Code	First Name	Last Name	Email	Phone Number	Status	Redemption Date	Expiry Date
MSKANH					Available		2022-03-08



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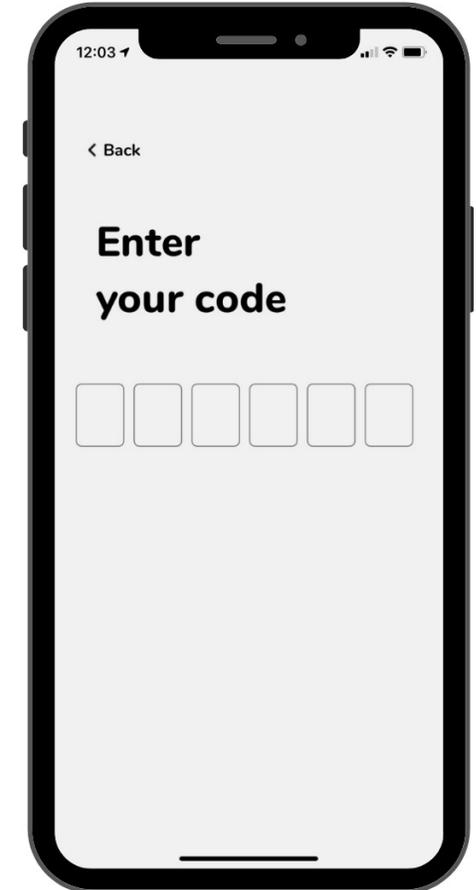
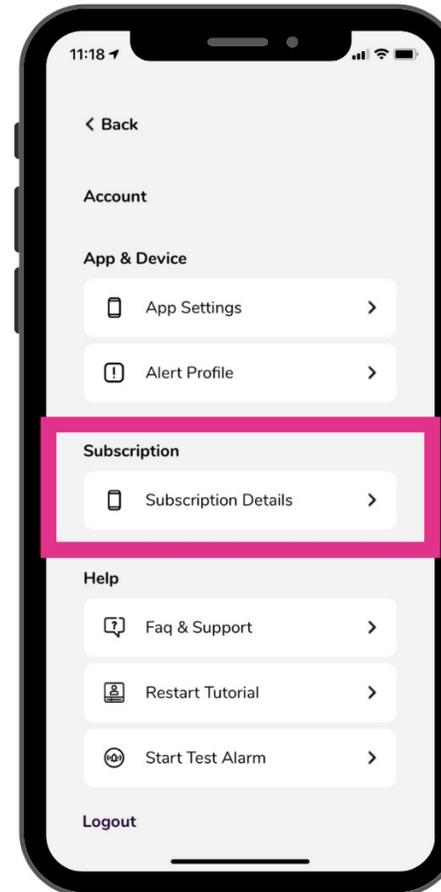


# Hollie Guard v2 – Mobile App



## Pre Payment Code

- Sign into Hollie Guard.
- Go to the menu option and click on manage subscription > manage plan.
- Select your subscription length.
- Click apply code and enter your 6 digit code.



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# Hollie Guard v2 – Management Portal



## Management Portal

Dashboard Test  
dashboardtest@pancguard.com Logout

### Assign New Voucher Code

Enter your user's name, email and phone number to give them access to Hollie Guard.

First Name\*  Last Name\*

Phone Number   Email Address

Available 18 Redeemed 0 Pending 2 [Code status explained](#)

Voucher Code	First Name	Last Name	Email	Phone Number	Status	Redemption Date	Expiry Date
M S K A N H	Nick	Gazzard	[REDACTED]	+4407572610249	Pending		2022-03-08
6 N F Z N 3	poppy	Fletcher	poppy@holliegazzard.org	[REDACTED]	Pending		2022-03-08

Assigning a unique Voucher Code is the easiest and fastest way to onboard a user.

- + Step One  
Enter the users details.
- + Step Two  
A code will automatically be assigned if you have available codes.
- + Step Three  
Send the code to the user via email and SMS.
- + Step Four  
The user will then be able to access Hollie Guard using the provided code.



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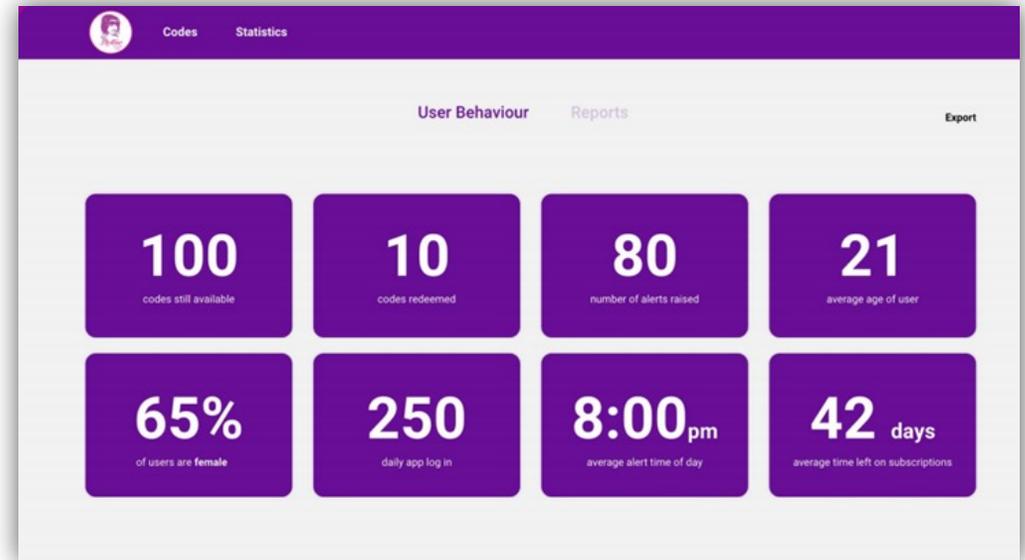


# Hollie Guard v2 – Dashboard



## Management Dashboard

- Voucher usage
- Inventory management
- Number of Alerts
- Average age of user
- Activity logs
- Daily app log in
- Average alert time of day
- User reports



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# Hollie Guard v2 Evidence



## Evidence

- Victims are safeguarded immediately through Hollie Guard
- Hollie Guard has an independent and unbiased collection method
- Hollie Guard is an important rich source of information and data, easier to get victims consent and causes them much less stress. It will increase the chances of successful prosecutions
- Evidence is contemporaneous, time recorded and date stamped  
Being able to add evidence there and then through the report feature and automatic in other areas of the app is a huge benefit.
- The data packs we produce have already been endorsed by the Crown Prosecution Service.



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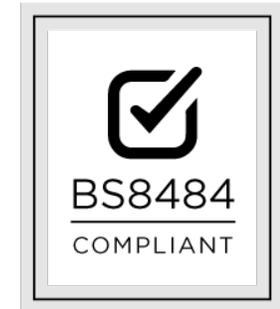
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# Hollie Guard v2 – Mobile App



## Accreditations

- ISO 27002 and DIACAP compliant for cloud infrastructure.
- ISO 27001 information security management system
- 100% compliant with the GDPR.
- Has achieved the British Standard for Lone Working BS8484.
- Has Secured by Design accreditation, the official police software and is used by many forces throughout the country.



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# Hollie Guard v2 Endorsement



## Domestic Abuse Commissioner

*'Just as technology can be used in harmful ways by perpetrators of domestic abuse and stalking, it can also be used positively to support victims and survivors to feel safe, whether at home, work, or out and about.'*

*I really welcome the work of the Hollie Gazzard Trust in developing the 'Hollie Guard Extra' app, which makes use of new technology to bring reassurance to victims and survivors and provide round-the-clock and immediate response to an alert or incident. I am particularly encouraged that evidence collected by the app is admissible in court, vital if we are to bring perpetrators to justice.'*

**Nicole Jacobs**

Domestic Abuse Commissioner  
for England and Wales



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# Hollie Guard v2



## A Survivors Story

*"I was introduced to the Hollie Guard APP by my Domestic Abuse Risk Officer. It provides me and my family a safe way to communicate. It's everything from a panic alarm, to a GPS tracker, raising alerts and live recording.*

*In my ongoing situation it's all very well having a restraining order in place, but this is just the start. For this to be enforced with an individual who repeatedly breaches, every single incident or occurrence must be proven so the recording feature of Hollie Guard is vital. Using the APP gives me reassurance and makes me feel like I'm not alone.*

*Another benefit of the App is that having something protective on your own, trusted device provides more comfort than a secondary piece of equipment.*

*Hollie Guard Extra has given me an added level of security. It means if I need assistance, but my family are not able to respond to an alert I have sent, there will be someone fully trained who will be able to help 24 hours a day, seven days a week."*



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Thank you

*Hollie*



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*Hollie*  
Guard

# Audience Questions

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# Everyone's Business Awards



**Patrick Ryan**  
*CEO, Hestia*

# Summary



**Steve Maule**  
Acting CEO, EIDA

# Close



**Elizabeth Filkin CBE**  
Chair, EIDA

# Thank you

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