



Service Information

About Leeway

Leeway is a specialist domestic violence charity, supporting adults, children and young people across Norfolk and Suffolk.

Established in 1974, Leeway is a charity working in Norfolk and Suffolk to support people who have experienced or are still experiencing domestic abuse. Leeway is affiliated to Women's Aid, a national organisation supporting and resourcing a network of over 500 domestic violence services. We believe in partnership working to prioritise the safety of our service users and empower them with the time and space they need to make decisions about their future.

What is domestic violence?

Domestic violence doesn't just mean violent behaviour. We use the terms domestic violence and abuse to describe any type of physical, sexual, psychological or financial abuse that is perpetrated by a partner, ex-partner, family member, neighbour, landlord or other personal relationship.

Domestic abuse also includes issues of honour based violence and forced marriages.

Domestic abuse can take place in any relationship regardless of age, race, gender, sexual orientation, wealth or lifestyle.

If someone is forced to change their behaviour because they are scared of their partner's reaction it is likely that they are being abused.

Leeway's services

Leeway offers a range of services throughout Norfolk and Suffolk including:

A telephone support line

We have skilled workers available to receive calls from 9am - 8pm, Monday-Friday. This is a completely free and confidential service and our workers can offer advice and support as well as make referrals to other Leeway services or external agencies if required.

For our domestic violence and abuse helpline please call 0845 241 2171

Refuge Services, pages 4 -5

We have three emergency refuges for women and children located in Norfolk.

Community services for women, pages 6-7

We offer community services for women across Norfolk and Suffolk.

Community services for children and young people, pages 8-9

We offer community services for children across Norfolk and Suffolk.

A male victim service, pages 10-11

It is important to recognise that men can experience domestic abuse as well as women and children, which is why we offer a specialist service for men.

Advocacy (IDVA) service, pages 12-13

We offer a specialist service to victims who are considered to be at high risk.

Refuge services

Leeway has three refuges in Norfolk which offer safe, temporary accommodation for women and children who are fleeing domestic violence. Although Leeway's refuges are located in Norfolk, we can offer our service to women and children from anywhere in the UK who are seeking temporary refuge from an abusive relationship.

Support at Leeway's refuges

Our refuges provide a friendly, safe and secure environment for women and their children, either until they can be appropriately rehoused or simply a safe space where they can escape from their situation for a few days.

Our refuge staff aim to facilitate empowerment so women can make informed decisions and enable them to move on to independent living when they are ready. Whilst at the refuge, staff will offer non-judgemental advice and support to both single women and women with children.

All women are allocated a key worker at the refuge on arrival, who will help them to devise a support plan which is tailored to the individual needs of the woman and her children if she has any. The key worker will be able to support with the following:

- housing
- benefits
- health
- safety planning
- accessing other agencies
- moving on services

Accommodation

All three of our refuges provide self contained living accommodation and each woman will have her own flat with a tenancy for her family.

Leeway has facilities for disabled families with flats that have been designed to accommodate specific needs.

There are also some communal living areas in each refuge including a communal garden. This gives residents the chance to meet one another and socialise in a safe, comfortable environment.

A rent charge will apply for refuge accommodation, however the majority of women may be entitled to receive housing benefits.

Facilities for children and young people

Leeway has the facilities to accommodate children and young people who come to the refuge with their mother. Staff can provide emotional support as well as practical support with regards to education, health and child protection issues.

Each refuge operates individual and group support for children staying at the refuge to help them understand and come to terms with their experiences. Living in a refuge can be a very positive experience for a child who has experienced domestic abuse as it gives them the opportunity to meet other children in a similar situation as well as receive specialist support.

To access refuge accommodation please call 0845 241 2171 which is available 24 hours for refuge referrals and admissions.

Community services for women

Evidence shows that 1 in 4 women will experience domestic violence at some point in their life.

Leeway offers a range of community services across Norfolk and Suffolk for women who have experienced or are still experiencing domestic violence or abuse.

Our workers can support women whether they are still in the abusive relationship or if they have recently left. Our service is completely confidential and non-judgemental. Our workers fully understand how difficult it can be for some women to leave the relationship.

Our community services can:

- Provide emotional and practical advice and support around safety planning, finances, legal issues, housing and welfare rights.
- Enable women to obtain support and protection for themselves and their children.
- Support women who wish to leave an abusive relationship and help them leave safely.
- Offer advice and support to enable women to stay in their own homes and communities.
- Empower women and young people to make independent decisions about their life.
- Provide emotional and practical support for any woman who is at risk of homelessness as a result of domestic abuse.
- Refer women to other services offered by Leeway

Community support can be provided by:

- Our telephone helpline - 0845 241 2171
We have skilled workers available to receive calls from 9am - 8pm, Monday-Friday and 10am - 2pm at weekends. This is a completely free and confidential service and our workers can offer advice and support as well as make referrals to other Leeway services or external agencies if required.
- Regular one to one meetings
We have skilled outreach workers available to meet women in their own home or in a neutral environment to discuss their options and provide any further advice and support required.
- Drop in centres
Leeway runs a variety of drop-in sessions across Norfolk and Suffolk for women to be able to come and talk to our workers in safe and accessible locations.

Power to Change programme

Leeway runs regular Power to Change programmes which provide a supportive group for women who have experienced domestic abuse to focus on building self-esteem and promoting empowerment as well as helping them to understand their experiences. It enables women to recognise and respond to abusive situations and behaviour, helping them to develop the confidence to make positive choices and take control of their lives and to keep themselves and their children safe.

Requests for outreach support can be made by the woman herself or by an agency on the woman's behalf (eg health visitor or housing officer) by calling 0845 241 2171 and asking to speak to an outreach worker.

Community services for children

Evidence shows that more than 750,000 child incidents of domestic abuse are reported in the UK every year. More worryingly, many cases go unreported.

Leeway offers a range of services for children and young people across Norfolk and Suffolk to support them through their experiences.

How domestic violence can affect children

Children and young people can be significantly affected by domestic abuse, whether they witness it happening to other family members or they are abused themselves. There is a strong connection between domestic abuse and child abuse, with studies showing that in 40-60% of cases when women are being abused, children in the house are also being abused. Witnessing the ill-treatment of another person is also a form of child abuse, with research showing that 90% of children are in the same or next room when domestic violence occurs (in cases where there are children living in the house).

Each child/young person may respond differently to their experience but many demonstrate some of the following effects:

- anxiety
- withdrawal
- bedwetting
- aggressive behaviour
- under-achieving at school
- depression
- nightmares
- low self esteem
- eating disorders

Some children may not show any visible effects but this does not mean that they have not been affected or that they do not need support.

Leeway's services for children and young people

Leeway's Children and Young Person's Outreach Service is offered to children and young people between the ages of 5 and 19 years old. It is designed for those who have witnessed, experienced or continue to experience domestic abuse. The service is available in the following forms:

- One to one support - This gives the child /young person the opportunity to talk to our worker in a safe and confidential environment such as a school, coffee shop, health centre. Each session is tailored to meet the needs of the child and a suitable support plan will be devised
- Group work - This service is designed to help children and young people develop the skills to communicate and express themselves effectively and build positive relationships, looking at issues such as increasing self-esteem, staying safe and healthy, understanding domestic abuse and considering their own behaviour. It also gives children and young people a chance to meet and make friends with other children who many have had similar experiences.
- Activity Days - Throughout the year Leeway runs family activity days to enable people to learn more about our services and try some of the activities we use in our groups
- Educational programmes - Leeway delivers programmes in schools which focus on building safer relationships in line with PSHE guidelines. Drop-in sessions can be held after the class for any child or young person who wants further information

Requests for community support for children can be made by the child themselves or on the child's behalf by calling 0845 241 2171 and asking to speak to a Children and Young People's Outreach worker.

Male victim service

It is important to recognise the fact that men are also susceptible to domestic abuse, whether they are in a same-sex or opposite gender relationship.

It can be difficult for men experiencing domestic abuse to know where to seek help or talk about their experiences. Men may feel embarrassed and think they will not be believed or taken seriously. Our trained workers are here to listen and look at ways of providing support to male victims of domestic abuse.

Men may experience domestic abuse in many ways including:

- physical violence such as hitting, kicking, punching
- psychological abuse such as humiliation, or deliberately hurtful name-calling
- financial abuse including excessive control of the family's income, preventing the man from independence
- threats to prevent a man from seeing his children with no justifiable cause

A man may be being abused if he:

- is physically assaulted by his partner
- is forced to change his behaviour or appearance so that his partner doesn't get angry
- feels scared or anxious about his partner's behaviour
- cuts himself off from friends and family

Our male victim services can:

- Provide men with the opportunity to talk about their situation
- Provide emotional and practical advice and support around safety planning, finances, legal issues, housing and welfare rights.
- Enable men to obtain support and protection for themselves and their children.
- Support men who wish to leave an abusive relationship and help them leave safely.
- Offer advice and support to enable men experiencing domestic abuse to stay in their own homes and communities.
- Empower men to make independent decisions about their life.
- Provide emotional and practical support for any man who is at risk of homelessness as a result of domestic abuse.

Male victim support can be provided by:

- Our telephone helpline - 0845 241 2171

We have a male victim helpline which operates between 10am - 12pm every Wednesday to give men the opportunity to speak to a specialist worker in complete confidence.

- Regular one to one meetings (Suffolk only)

We have skilled outreach workers available to meet men in their own home or in a neutral environment to discuss their options and provide any further advice and support required.

Requests for male victim support can be made by the man himself or by an agency on the man's behalf by calling 0845 241 2171 and asking to speak to a male victim support worker.

Advocacy (IDVA) service

Leeway's Independent Domestic Violence Advocacy (IDVA) team work across Norfolk in partnership with the Multi-Agency Safeguarding Hub (MASH). The Hub is made up of various agencies prioritising safeguarding issues for vulnerable people.

Referrals for this service come through many different agencies who have identified that the risk posed to the victim is high and have referred the person to the MARAC (Multi-Agency Risk Assessment Conference) process.

What does an IDVA do?

An IDVA will work with victims of domestic abuse who have been assessed as high risk of further harm. The IDVA will co-ordinate a multi-agency response to the safety and risk management of adults experiencing and fleeing domestic violence. The aim of the service is to reduce the risk of harm posed to the adult and any children they may have by focusing on current and long-term safety needs. The IDVA will attend the MARAC and take many of the actions from the conference to address the safety and be the primary contact for the victim.

The IDVA will work with the victim to develop a safety plan and supports them to implement the safety measures highlighted to address immediate and long-term safety. Along with practical and emotional advice and support these may include criminal and civil remedies in addition to actions from the MARAC.

Leeway has a Court-based IDVA who supports victims whose partner or ex-partner is being prosecuted through the Criminal Justice System. The IDVA attends the weekly Specialist Domestic Violence Court in Norfolk to ensure information and updates from cases heard in Court are communicated to all parties concerned and that any change in risk to victims is assessed and addressed.

The support from the IDVA will last whilst the risk posed to the victim is deemed high and they can then refer onto other services.

How long does IDVA support last?

Support from IDVA's will last whilst the risk posed to the victim is considered to be high. Once the risk is seen to have reduced, victims can be referred onto other services offered by Leeway such as outreach support. IDVA's can also refer people on to services from other relevant agencies such as housing, debt services, victim support or legal advice.

What support can our IDVA workers offer?

Leeway's IDVA workers offer a range of specialist services including:

- Being a primary point of contact for the victim
- Co-ordinating a multi-agency response to the case
- Focusing on safety, security and risk management for the victim and their family
- Tracking cases through the Criminal Justice System and keeping the victim informed of the progress
- Supporting victims to attend Court as a witness
- Providing advice on what to expect from the Police, Courts and Crown Prosecution Service
- Providing advice around civil options such as injunctions, occupation orders and contact

To speak to one of Leeway's IDVA team, please call 0845 241 2171 between 9am - 5pm, Monday - Friday.

If you are calling in an emergency please dial 999 or in a non-emergency situation the Police can be contacted on 101.

How you can help

Without support from organisations, trusts and the general public, Leeway would not be able to continue to fund our services. Every year we support over 6000 adults and children across Norfolk and Suffolk and demand for our service increases every year.

We are grateful for any help that can be provided to us by individuals, companies or social groups and would like to thank all of those who have supported us in the past.

Donations

Monetary donations are much appreciated at Leeway and can help to pay for a variety of projects:

- £50 could convert a normal phone to a safety phone
- £100 could enable ten women to receive outreach support
- £1000 could enable us to run a programme of drop-in sessions

Donations can be made by:

WEB: Visit www.leewayssupport.org.uk/how-you-can-help for more details

TEXT: Text LWAY33 followed by the one-off amount you wish to donate to 70070

CALL: Call 0845 241 2171 to enquire about making a donation

The Leeway lottery

Play Leeway's Unity Lottery scheme for £1 per week to support our charity and be in with the chance to win £25,000 every week. The lottery is run by Unity Lottery Service which is registered and monitored by the Gambling Commission (more details can be found at www.unitylottery.co.uk).

For every £1 a week you spend, Leeway will receive 50p and your unique account number will be entered into the draw to win up to £25,000

Sign up by visiting www.unitylottery.co.uk/leeway or call 0845 241 2171 and select extension 4 to speak to Leeway's Marketing department.

Hold a fundraising event for Leeway

You could hold your own fundraising event in aid of Leeway such as a bake sale or a sponsored event. Or you could get involved with some of the exciting fundraising events regularly arranged by Leeway.

Volunteer for Leeway

If you are looking to gain more experience in social care, fundraising or marketing, or you just want to help a good cause, Leeway has the right volunteering opportunity for you. Full training is provided by a dedicated volunteer co-ordinator so although experience is preferred it is not always necessary.

Service User Forum

If you have accessed Leeway's services in the past and would like to be involved with the development of the organisation, our Service User Forum would like to hear from you. Leeway's Service User Forums meet every six weeks and provide an opportunity for Leeway to consult with past service users regarding the ongoing development of our services. It also gives our past service users the chance to meet with one another to provide an informal support network.

For more information about these opportunities and how you can help Leeway, please email admin@leewaynwa.org.uk or call 0845 241 2171

Leeway would like to thank all the individuals, organisations and trusts who have supported our charity in the past as well as statutory bodies including:

- Norfolk County Council and Suffolk County Council
- Norfolk and Suffolk Constabulary
- Norfolk and Suffolk district councils
- SAFE partnership
- Cotman Housing Association
- Wherry Housing Association

Leeway Domestic Violence and Abuse Services

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