

Service User Leaflet



***"To restore hope
to those who have suffered,
who are exposed to domestic abuse
through promoting their well-being,
dignity and self respect"***

What WLDAS do:

West Lindsey Domestic Abuse Service is committed to its aims of ensuring the safety and well being of service users.

We offer you emotional support to give you the opportunity to talk and explore options available to you. By raising awareness you are then able to make informed decisions, enabling you to make positive choices in your life.

We can offer emotional and practical support including:

- Helping you to keep safe
- Support in seeking legal advice and through any court processes
- Accessing Housing Advice
- Support with claiming benefits
- Support in accessing other services/agencies
- Attending meetings with you and advocating on your behalf where necessary
- Information and support with accessing training, volunteering and work related activities

Support is client led, your needs will be assessed and recorded by your project worker. A needs and risk assessment will be completed, and a support plan will be compiled from the needs identified. Support plans are reviewed if your needs change or after a maximum of ten weeks. At the point of review, your need for further support from WLDAS will be assessed.

Floating support will cease if a service user is violent or abusive, or does not engage with the service.

***West Lindsey Domestic Abuse Service
treat all their Service Users equally, but are aware of
individual needs***

***At all times we maintain a high standard of service whilst
working within West Lindsey Domestic Abuse Service
code of conduct and guidelines***

Confidentiality

All staff have a legal duty to maintain the highest level of confidentiality. Your information will not be disclosed without your permission unless there are concerns in relation to:

- Risk of harm to children, young people, yourself or others
- When required to do so by law

Service User Involvement

Your views and opinions on all aspects of our service are valued and your input will help us to provide a better service. We welcome verbal feedback, provide a suggestion box and evaluation forms. If you would like to give or receive information in a different way, we will try to fulfill your request.

Service users shape our service; you can get involved in developing our service by: contributing to our service user newsletter, attending service user group/meetings and accessing volunteering opportunities.

How to Make a Complaint

Any complaints that you may have will be taken seriously and dealt with in accordance with our Complaints and Appeals procedure.

Further information regarding how to make a complaint can be provided which outlines what to do. These are displayed within our centre, or requested through a member of staff or by calling 01427 616 219

Health and Safety

Health and Safety information will be explained to you in your first meeting with us.

Key Telephone Numbers:

Police: Non-Emergency:	101
Gainsborough Police	Emergency:	999
24 Hour Domestic Abuse Helpline:	08082 000 247
Non Emergency NHS Number:	111
West Lindsey District Council:	01427 676 676
West Lindsey DC Emergency Duty Officer	0207 0080 151
Furniture Resource Centre:	01427 616 111
Child Tax Credits Line:	0845 3003 900
Child Benefit:	0845 3021 444
Victim Support Helpline:	0845 3030 900
Rape Crisis England and Wales:	01302 360 421
Children's Services:		
Customer Service Centre – Children’s’ Services	01522 782 111
Out of hours Emergency Duty Team	01522 782 333
Adult Social Care:	01522 782 155
Acis: (Housing)	0800 027205	01427 678 000
West Lindsey Citizens Advice Bureau (free advice):		0844 4994 199

WLDAS Contact Information

West Lindsey Domestic Abuse Service

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Gainsborough

Lincolnshire DN21 2DD

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