

restore.

Women's Aid. Supporting Survivors. Restoring Lives.

☎ 0330 551 9495

🌐 www.restore-wa.org.uk

We offer safety, accommodation, support, empowerment and a future to those who have experienced, or are experiencing domestic abuse. Our refuge offers women and their children a safe place to stay whilst considering their options, with the support of our specialist workers.

Anyone can speak to us anonymously on our helpline, knowing that we will understand and offer support and advice. Our friendly staff at our domestic abuse hubs can discuss all possible options to help with individual needs and circumstances.

We offer empowerment programmes such as the Freedom Programme or VOICE Programme as well as our weekly Coffee Mornings at four different venues – Bury St Edmunds, Haverhill, Newmarket and Stowmarket. RESTORE Women's Aid also offers support for men and those from the LGBTQ+ community, as well programmes and 1-2-1 support for children and young people delivered by our specialist children's and young person's support workers.



Orwell
Housing

Our refuges offer a safe environment for victim survivors and their children who are fleeing domestic abuse. The addresses of the refuges are confidential and allow victim survivors and their children time to recover from the trauma of the domestic abuse they have experienced. Our team support victim survivors and their children to make informed choices about safety and to move forward in rebuilding their lives and futures.

☎ 0845 4671420

🌐 www.orwell-housing.co.uk

Lighthouse

For a brighter future, free from domestic abuse

☎ 01473 228 270 - Women's Centre

☎ 01473 745111 - Refuge

🌐 www.lighthousewa.org.uk

Lighthouse Refuge offers safe and secure temporary accommodation for women and their children away from domestic abuse.

We will work with you to support you in making informed choices about your housing, benefits and financial options and will also help you to access other professional support such as legal, medical and debt advice.

At our refuge we have a dedicated children's team to support you and your children to settle into the refuge which includes access to schools, nurseries and clinics, childcare, advice, play and individual support.

During your stay you will also be able to access our Women's Centre. Here you can gain wider peer support in a safe and supportive environment, whilst benefiting from a range of services and therapeutic programmes to support you and your children in your recovery from the effects of domestic abuse. The Centre is open to all women and their children.

The Lighthouse Women's Centre on Felixstowe Road, Ipswich offers advice and support to all women that are, or have experienced domestic abuse.

SUFFOLK DOMESTIC ABUSE SUPPORT SERVICES



**Commissioned by Suffolk County Council &
Suffolk Police & Crime Commissioner**

 **Suffolk**
County Council

 **Suffolk Police and
Crime Commissioner**
Making Suffolk a safer place to live, work, travel and invest

SUFFOLK DOMESTIC ABUSE HELPLINE

📞 0800 977 5690

🖱️ www.suffolkdahelpline.org.uk

Are you experiencing domestic abuse? **You are not alone.**
Are you worried about a friend/relative/colleague?
We're here to offer support, advice and action.

The Suffolk Domestic Abuse Helpline is here for you. Call us if:

- You are a survivor of domestic abuse and need action
- You're concerned about a friend/family member or colleague and need advice
- You're a professional and need guidance

The phone line is free, absolutely confidential and is available 24-hours a day.

You can also connect to a DA Professional via our **webchat service**.



24hr Helpline & Webchat

ACT
Anglia Care Trust
Support • Advice • Action

📞 0800 977 5690

24hr Helpline

🖱️ www.angliacaretrust.org.uk

🖱️ www.suffolkdahelpline.org.uk

ACT's Domestic Abuse Outreach Service provides a countywide support service for victims of abuse. We support 'medium' risk victims, whatever their gender. We work with victims to build their resilience and reduce the risks to them. If some support is still needed, we can help them access more suitable services such as Norfolk & Suffolk Victim Care, who may be better placed to meet their needs. Here at ACT, we take a whole family approach in agreeing family needs and goals and offer a blend of advice, guidance and support to secure those goals.

We make contact with the victim within 48 hours (unless this doesn't suit them, in which case we will arrange a suitable time) and guided by the victim we can then arrange to meet in a safe location anywhere across Suffolk. The duration and frequency of support we can offer is guided by the family/safety plan. If for any reason the risk to the victim and their family is heightened and reassessed as 'high' risk, we will then support them to be referred to the IDVA service.

breaking free from domestic abuse
Leeway
Domestic Violence and Abuse Services

📞 0300 561 0077

(If you are in immediate danger, always call 999)

🖱️ www.leewayssupport.org

Leeway's Independent Domestic Violence Advisory (IDVA) service work in partnership to address the safety needs of all referrals identified as at high risk of further serious harm, from their partners/ ex partners. IDVAs will identify ways to improve the client's safety and the safety of their children.

IDVAs support their service users to engage with the Multi Agency Risk Assessment Conference (MARAC) process and will discuss the range of safety options, to create a personalised safety and support plan to address their immediate safety. This will include their emotional and practical needs to support the clients and their children, including longer term solutions. This support may include support through the Criminal and Civil Justice system, accessing safe accommodation, accessing health services and signposting or referrals to other services as required. Once the risk of harm has reduced the IDVA will offer the service user a referral to ACT or Victim Support for ongoing domestic abuse support as required.