

Don't Suffer In Silence

Support and advice to help you
live free from harm



Three year accreditation by SafeLives



Definition of Domestic Abuse

Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality.

This can include, but is not limited to, the following types of abuse:
Psychological, Physical, Sexual, Financial, Emotional

Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour is: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.

This definition, which is not a legal definition, includes so called 'honour' based violence, female genital mutilation (FGM) and forced marriage, and is clear that victims are not confined to one gender or ethnic group.

Letgo Domestic Violence Service: The Letgo Service is a Leading Lifights accredited countywide service and provides a range of services to individuals aged 16 and over, experiencing domestic abuse, regardless of age, sexual orientation or gender. Our team of qualified staff co-ordinate support and interventions to enhance safety for people affected by domestic abuse and their families.

The team may also be able to help you access additional services via Impact Housing e.g. Impact Furniture Services

Independent Domestic Violence Advisors: IDVAs can assist you if you are in crisis and are at high risk of harm. They will assess your risk & provide safety planning, advice and support where required. They can also support you with:

- Criminal justice and civil legal processes
- Improved home security
- Housing related advice or support to relocate out of area
- Safeguarding children
- Act as your voice with agencies on your behalf
- Offer onward referral and signposting to appropriate support services as required

Outreach team: Our dedicated team of Outreach workers will work with you in the community to offer:

- Practical Assistance and advice with a range of issues including housing, welfare benefits, debt management
- Support you to increase your confidence to access other services
- Safety planning advice
- Signposting and referral onwards to specialist agencies if required

Letgo Referral Criteria

IDVA & Outreach teams:

- You will be assessed and supported by the appropriate service, dependent on your risk and support needs
- IDVA - High risk cases of domestic abuse OR where physical assault has occurred and a prosecution is proceeding through the Criminal Justice System
- Outreach - Medium risk cases of domestic abuse/or you are fleeing an abusive relationship, and require support around housing issues and finances

Accessing the Letgo service

You may self-refer by contacting Letgo on one of the area contacts below. We will assess your needs and risk during your call to ensure we have a full understanding of your situation. If we cannot assist on this occasion, we can signpost or refer you on to a more appropriate support or advice service.

Letgo North: 01228 633640

Letgo South: 01229 582386

Letgo West: 01900 842991

Alternatively, you may wish to email us on letgo@impacthousing.org.uk

Please ensure you include the area where you currently live, safe contact details and times, so we can call you when it is safe to do so. If you feel your internet usage is being monitored, please clear your sent emails and let us know it is not safe to respond directly to your email account.

We can provide information in large print, Braille, or other languages. Please just ask. For typetalk users please prefix 18001 in front of the number you are calling.

Impact Housing Head Office

Nook Street, Workington, Cumbria CA14 4EH

Telephone: 03448 736290

Email: enquiry@impacthousing.org.uk

www.impacthousing.org.uk



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