

BEHIND CLOSED DOORS

Prevention and Recovery Service (PARS)

**Emotional and low-level Practical support
for people whose lives have been affected by
Domestic Violence and Abuse**



Telephone: 0113 222 4562

**Telephone Office Hours: 09:00-16:00 Monday-Thursday
09:00-15:30 Friday**



@BCDLEEDS



Behind Closed Doors-BCD

Support Services

How We Work

Behind Closed Doors (BCD) supports people whose lives are, or have been, affected by domestic violence and abuse in all communities and areas of Leeds. We are here to support people of all race and ethnic groups, of all ages and regardless of their sexuality, religious beliefs, disabilities, skills or competencies. We aim to provide support services which best suit each person's own needs and circumstances. We will try to meet everyone's individual needs and, where necessary and with consent, get help from other agencies who may have other resources or expertise to make this happen. Our Supporters are fully trained in helping people who are/who have experienced domestic violence and abuse and who require emotional or low level practical support, advice or information.

We will:

- Treat you with respect and understanding.
- Treat all your information in utmost confidence. We will only share information about your situation with your knowledge and consent, except where we are required, by law, to safeguard you and protect your children.

- We will support and help you to make your own positive choices and decisions about how you want to move forward.
- With your permission, liaise on your behalf with other agencies such as housing, health, police, solicitors, benefits agency, social care etc, but if appropriate, will refer to our partner agency, Leeds Domestic Violence Service (LDVS) to help with higher level practical matters and where more intense help is needed.
- Work with you in your own home or, if this is not safe or convenient, somewhere else that is suitable.
- Store any information/data about you securely and in accordance with our Privacy and Data Protection policies.

The support we give:

We support you with what you need. We will check out some things with you before we meet to make sure that everyone is safe – you and us. If your circumstances alter, we may need to repeat this to see if we need to change anything, e.g. meeting place. If you find it difficult to maintain regular support visits, e.g. frequent cancellation or non-attendance at meetings, we will have to consider closing our involvement until your circumstances become more settled.

Our service is here to support people whether they are still in an abusive relationship or whether they have left it and this may be recently or some years ago. (If you are still in the relationship and there are concerns that

you are at risk, we will help you to access LDVS to address this risk. You can always return to the Prevention and Recovery Service when the risk reduces.)

We always aim to personalise our support to meet your own needs but it may include:-

- **Staying Safe**
- **Time to explore the Feelings you are having**
- **Understanding Abusive Relationships and their Impact**
- **Recognising Warning Signs of Abusers**
- **Coming to terms with what is/has been experienced**
- **Rebuilding Self-confidence and Self-esteem**
- **Information for practical issues such as debt problems, returning to work or education**
- **Support to restore positive parenting and healing relationships with family members**
- **Planning for the future and Healthy Relationships**
- **Signposting or advocating with other agencies to access other relevant specialist help**

*Remember You have the Right to
Live Safely, Free from Fear and Harm*