

In any emergency where you are concerned about your safety or the safety of anyone else, please contact the police on 999.

If you are, or someone you know is, experiencing domestic abuse or sexual violence, you can call our helpline, Monday to Saturday, 8am - 8pm on:

**0808 80 200 28**

Calls are recorded for training & improvement purposes.

Our services are confidential; information will be shared with UAVA member agencies only. No information will be shared with external agencies without your consent unless a significant risk to you or someone else is identified. We will always try to discuss this with you first.

We are committed to providing a high quality service however if you are unhappy about any aspects of the service then please email:

feedback@uava.org.uk

or write to us at  
UAVA Ltd,  
c/o PO Box 26,  
Leicester LE1 1AA



These services are jointly funded by Leicester City Council, the Office of the Police & Crime Commissioner, Leicestershire County Council and Rutland County Council.

WHAT IS DOMESTIC ABUSE?

Any incident or pattern of incidents of controlling, coercive, 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.

*It is very common.*

Domestic abuse can include, but is not limited to, the following:

- > Coercive control (a pattern of intimidation, degradation, isolation and control with the use or threat of physical or sexual violence)
- > Psychological and/or emotional abuse
- > Physical abuse
- > Sexual abuse
- > Financial abuse
- > Forced marriage
- > Female Genital Mutilation
- > Honour-Based Violence
- > Harassment
- > Stalking
- > Online or digital abuse



WHAT IS SEXUAL VIOLENCE?

Any sexual act, attempt to obtain a sexual act, unwanted sexual comments or advances, or acts to traffic, or otherwise directed, against a person's sexuality using coercion, by any person regardless of their relationship to the victim, in any setting, including but not limited to home and work.

Sexual violence can be perpetrated by a complete stranger, or by someone known and even trusted, such as a friend, colleague, family member, partner or ex-partner.

*Some examples of this can include:*

- > Unwanted touching
- > Pressure to have sex or sexual acts
- > Rape
- > Forced to have sexual pictures taken
- > Forced to watch pornography
- > 'Grooming' which can involve befriending children and young people, gaining their trust and often feeding drugs and/or alcohol or buying gifts etc before the sexual abuse begins
- > Online Sexual Abuse

*The above can be a recent incident or something that has happened in the past.*



INFORMATION LEAFLET

Providing co-ordinated sexual and domestic violence services across Leicester, Leicestershire and Rutland for any male or female over the age of 13.

You do not need to report to the police to access our services.

**HELPLINE: 0808 80 200 28**

For text support: 07715 994 962  
*(This is for text support only, calls to this number will not be answered)*

Monday to Saturday  
8am – 8pm

Email: info@uava.org.uk

Website: www.uava.org.uk

UAVA Ltd is a consortium of three local specialist providers of domestic abuse and sexual violence services.

We are:



We aim to provide a simplified service, which can be accessed by anyone who has been affected by domestic abuse and or sexual violence.

All of our services are for women, men and young people over 13, regardless of ethnicity, disability, sexual orientation, religion and social class.

UAVA Ltd provides the following professional services:

- > Helpline offering telephone support, Monday to Saturday from 8am to 8pm
- > Face to face support
- > Group support
- > Counselling / Therapeutic services

**“Domestic abuse and/or sexual violence can happen to anyone.”**



HELPLINE 0808 80 200 28

The helpline is an accredited confidential freephone number that allows callers to access information and the support services of UAVA Ltd. During your conversations with our specially trained staff, they can assess any risks to you, offer personal and family safety advice and make referrals to specialist services.

*(Special Freephone Tariff (SFT) free from all mobiles, payphones and landlines and hidden on the telephone bill.)*

We can help you in the following ways:

- > Listen to you and any concerns you may have
- > Give you information and advice
- > Discuss the support available
- > For those people for whom it is no longer safe to remain in their own accommodation we can arrange emergency accommodation in refuge or additional security measures for their home
- > Advise you on the options available regarding your situation
- > Offer ongoing telephone support
- > Provide help, advice and support for concerned family or friends

You do not need to give your details if this makes you feel uncomfortable.

**“No-one ever deserves or asks for it to happen.”**

GROUPWORK PROGRAMMES



FACE TO FACE SUPPORT

We provide specialist short-term or long term support, including advocacy support. Our support is focused around reducing the risk of further violence and/or abuse and keeping you safe.

We can give you information on the legal options available and support you through the court. If you prefer, we can liaise with agencies on your behalf, such as housing, the Crown Prosecution Service, the Police and Children's Services. We can also support you with any medical examinations you may need to undertake.

We have trained staff including Independent Domestic Violence Advisors (IDVAs), Independent Sexual Violence Advisors (ISVAs) and Recovery and Engagement Workers who have the specialist knowledge and expertise to support you with your needs.

We provide group support to help you with understanding the impact of your experiences and to build confidence and self-esteem. These groups operate within your locality.

We deliver groups such as:

- > Freedom Programme
- > The Recovery Toolkit

COUNSELLING & THERAPEUTIC SERVICE

We work with a range of local specialist counselling services to provide therapeutic/counselling sessions appropriate for sexual and domestic violence survivors, including those who have experienced child sexual abuse

We can offer short, medium or long term counselling dependent on your needs. The aim of counselling is to help you understand yourself better and come to terms with what has happened to you. It can also help build up your self-esteem.

