

Experiencing Domestic Abuse?

We are here to help!



Formally known as West Lincolnshire Domestic Abuse Service

We are a **County wide domestic abuse service** that operates in all districts in Lincolnshire providing support to individuals and families affected by domestic abuse.

Specialist support around domestic abuse can vary but includes:

- Safety planning
- 1:1 practical / emotional support and crisis intervention
- Family support and direct support for children.
- Support in accessing legal advice and other services
- Support in Court
- Courses / group support designed for survivors.

Helpdesk:

EDAN Lincs offers a county wide helpdesk service that operates:

Monday to Friday, 9am – 5pm.

It is managed by specialist staff that are able to offer immediate support and advice and take referrals for EDAN Lincs support.

Contact: 01522 510041 or [email:info@edanlincs.org.uk](mailto:info@edanlincs.org.uk)

Drop-ins:

If you want to speak to one of our specialist workers face-to-face, you can come to one of our regular domestic abuse drop-in surgeries. **These are held at:**

Skegness Every Friday: 1.00pm – 3.00pm Skegness Children's Centre, Brunswick Drive, Skegness, PE25 2QT	Lincoln Every Tuesday: 1.00pm – 3.00pm St Swithins Community Centre, Croft Street Lincoln, LN2 5AZ	Boston Every Monday: 9.30am -11.30am Ringrose Law , Endeavour House, 3 Gilbert Dr, Boston PE21 7TR
Louth Every 2 nd and 4 th Monday of the month, 9.30am- 12pm Louth Children's Centre Lacey Gardens Louth LN11 8DQ	Sleaford Last Wednesday of every month, 10.00am – 12.00pm Sleaford Foyer 91 Eastgate, Sleaford NG34 7EA	Spalding Every Friday: 10am-12pm Citizens Advice Bureau Council Offices, Priory Rd, Spalding PE11 2XE
Grantham Every Thursday: 10.00am - 12.00pm Eden House Hotel 130 North Parade, Grantham NG31 8AU	Stamford Every 1 st Tuesday of the month, 9.30am – 11.30am Stamford Children's centre Green Lane, Stamford PE9 1HE	Market Rasen Every 1 st Monday of the month, 10.00 am – 12.00pm Market Rasen Community Hub 20 Union St, Market Rasen LN8 3AA

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.

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
Emergency	999
Non Emergency NHS Number	111
Lincoln County Hospital	01522 512512
Grantham & District Hospital	01476 565232
West Lindsey District Council	01427 676676
City of Lincoln Council	01522 881188
LCC Emergency Duty Officer	01522 782333
North Kesteven District Council	01529 414155
South Kesteven District Council	01476 590044
Acis: (Housing)	01427 678000
Children's Services Customer Care	01522 782111
Out of Hours Emergency Team	01522 782333
Adult Social Care	01522 782155
Crisis Team Lincolnshire	0303 123 4000
Citizens Advice Bureau	03444 111 444
24 Hour Domestic Abuse Helpline	08082 000247
Samaritans	0845 7909090
Rape Crisis Support Line	0800 334 5500
Lincoln Trauma Centre	0785 6323721
Spring Lodge	01522 535251
Victim Support Helpline	08453 030900
SHINE Mental Health Support	07969 872804
Archway	01522 535251
Framework	0800 0665356
Child Benefit Enquiries	0300 2003100
Child Tax Credits Enquiries	0345 3003900
Benefit Enquiry Line	0345 6088545
Furniture Resource Centre	01427 616111

EDAN Lincs Contact Information

Lincoln: 01522 510041

General Enquiry Email: info@edanlincs.org.uk

Secure Email: info@edanlincs.cjism.net