

Fact Sheet for Health and Social Care Professionals

Domestic Abuse Support in Norfolk – Access to support and safe accommodation

This fact sheet is to help you and a victim-survivor know what options there are for support in the community and safe accommodation in Norfolk.

If you know someone is suffering from domestic abuse, call: [101](tel:101) or visit: www.norfolk.police.uk and always dial: [999](tel:999) in an emergency.

If you think that a child, vulnerable adult, or another person is at risk of domestic abuse in Norfolk and want to speak to someone,



contact Norfolk County Council: [0344 8008020](tel:03448008020).

Support in the Community

Norfolk Integrated Domestic Abuse Service (NIDAS) is a county wide, domestic abuse support service for those who are assessed to be at high or medium risk of harm.

NIDAS provides 1:1 support (16+) from an Independent Domestic Violence Advocate (IDVA), dedicated support for children and young people (5-18) from a dedicated Family IDVA, (if their parent/care giver has been/or is being supported by an IDVA), group recovery programmes, court support and coordination of multi-agency support.

NIDAS can also help victim-survivors access safe accommodation and/or measures to make their home safe.



Tel: [0300 561 0555](tel:03005610555) - weekdays 9am-6pm weekends 9am-3pm OoH: [0808 200 0247](tel:08082000247)



referrals@nidasnorfolk.co.uk



www.nidasnorfolk.co.uk

For Victim-survivors assessed as **standard risk**, support is available from Norfolk and Suffolk Victim Care



[0300 303 3706](tel:03003033706)



[Norfolk and Suffolk Victim Care](http://www.norfolkand.suffolk.victimcare.org.uk)




Refuge accommodation

There are 7 refuges in Norfolk, one in each district. The refuges are all for women and their children.

The accommodation can be in a shared house, or some refuges have self-contained flats.

Support is provided during weekdays (usually 9-5) with an out of hours service at other times.

To find out whether a refuge has capacity and/or how to make a referral, please contact:

-  For refuges in Breckland, King's Lynn, North Norfolk, Great Yarmouth, Norwich – Leeway: [0300 561 0077](tel:03005610077)
-  For the South Norfolk refuge – Orwell Housing: [0845 467 4876](tel:08454674876)
-  For the Broadland refuge – Pandora Project: [0333 034 4625](tel:03330344625)

Dispersed Accommodation

Dispersed accommodation is properties that are either shared or can be used by one family.

There is currently dispersed accommodation in Broadland, South Norfolk, Norwich, North Norfolk, and King's Lynn.

Some of the dispersed accommodations are only for women and their children, but we now have a growing number of properties that can be used by any adult and their children.

Some of the properties are shared, and some will be used to accommodate one family.

The support provided is by agreement between the provider and the victim-survivor in terms of the amount of support needed and when that will take place.

To find out whether there is any capacity and/or how to make a referral, please contact:

King's Lynn & West Norfolk – Please refer to the Borough Council

South Norfolk – Please refer to South Norfolk Council

Broadland – Please refer to Broadland District Council

Norwich (including 1 in North Norfolk) - Please refer to Norwich City Council

If a victim-survivor wants to stay in their home

If a victim-survivor is assessed as standard to medium risk and wishes to remain safely in their own home and the perpetrator no longer lives there, target hardening measures such as additional locks and/or smart doorbells can be installed. Target hardening measures for high risk victim-survivors is provided by NIDAS.

This will make the victim-survivor feel and be safer. There is a Sanctuary Service in each local authority area that can help.

This will be the Authority that the victim survivor pays their Council Tax to.

If they don't know there is a map [District Councils Map \(norfolk.gov.uk\)](https://www.norfolk.gov.uk/district-councils-map)

More information as to how to contact district councils is available here: [contact information for local councils in Norfolk](#)