



## **How we're safely adapting our service for our service users, our staff, our volunteers and our partners**

We'd like to assure you that we remain committed to providing our services whilst protecting our service users, our staff, our volunteers and our partners.

Here are some of the things we've done to adapt our service. We're keeping this under review, and we'll continue to make changes in line with Government guidance and with the needs of those we support.

- We are still operating all of our services and are providing support through phone and online services.
- We are all equipped to work from home, and we do this using secure software and systems.
- We are supporting one another on a daily basis and keeping in touch using a mixture of methods. This included daily calls, WhatsApp messaging, video calls and zoom meetings.
- Everyone has access to an Employee Assistance Programme which offers a range of support for staff well-being.
- We are in regular contact with commissioners and funders and we are keeping them up to date with service developments.
- We are also in regular contact with our partners at Women's Lives Leeds.
- We have postponed all planned training delivery for now, allowing us to focus on providing support. Please do get in touch with us if you'd like to discuss any training requirements you may have for the future.
- We are keeping in touch with our Fundraisers and working with them to reschedule activities.

Behind Closed Doors is part of the Leeds Domestic Violence Service. This is a partnership of three specialist services in Leeds: Leeds Women's Aid, Behind Closed Doors and Women's Health Matters. Together we deliver local authority-commissioned community and emergency accommodation-based services.