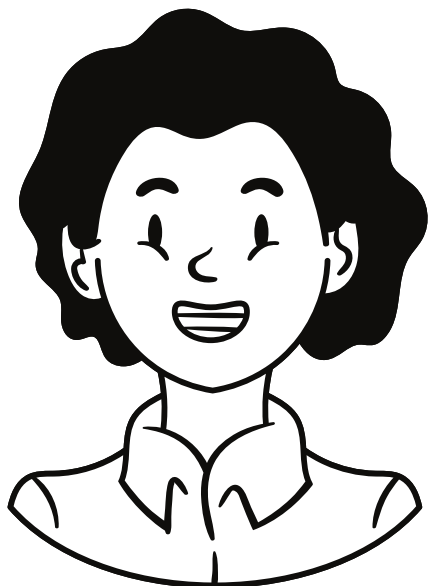


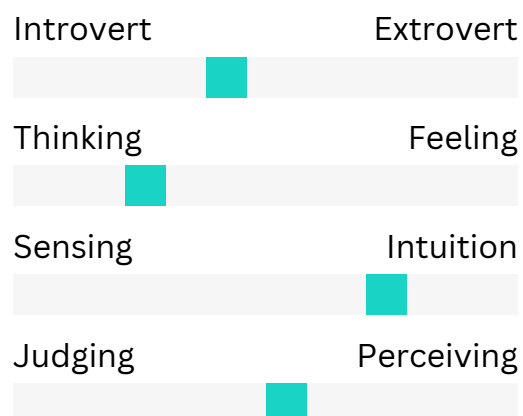
# Leila



"the hardest part is the loneliness"

Age: **29**  
Work: **N/A**  
Family: **One infant**  
Location: **Yeovil**

## Personality



Isolation

Cultural barriers

Sight

## Goals/needs

- Find out about the service and access help
- To find information on legal aid and understand her rights and finances.
- To find someone who understands and who can support and reassure her
- Find information to help work out what to do to find safety

## Bio

Leila lives with her partner and infant twins. She has a visual impairment. She feels financially trapped and does not have any community support.

Leila did not recognise that she was experiencing coercive and controlling behaviour at first. This has escalated to several increasingly violent episodes. She feels she is being pressured by family and friends to stay with her husband and make it work.

Leila feels that services generally do not understand the nuances of her cultural context.

## Context

Stress/anxiety

Confidence

Risk level

Urgency

Time available

## Frustrations

- Not knowing what charity / service to turn to that could best support me
- Not knowing where to start
- Not being able to find clear comprehensive information and reassurance

### Finds it helpful when:

- Information relates to my own circumstances
- Works well with a screen reader
- When there is good colour contrast to the font and strong shapes
- It is clear what a service provides (and doesn't)
- I can find a one stop shop of information and signposting to local services