

DERBYSHIRE DOMESTIC ABUSE SERVICE DIRECTORY
ACCOMMODATION / ACCOMMODATION-BASED SUPPORT

This is a directory which outlines the domestic abuse services that are available in certain areas throughout Derbyshire. For ease of access, the DA Service Directory has been split into sections which show the type of domestic abuse support available in Derbyshire, as follows:

- Accommodation / Accommodation-based Support (this document)
- Community Outreach Support - Adults
- Children and Young People's Support
- High Risk Independent Domestic Abuse Advisor Services
- Perpetrator Interventions
- Target Hardening
- Training and Development

The Derbyshire DA Service Directory will be regularly updated to ensure that it remains current, with additional services added as required. Therefore, it is recommended that the DA Service Directory is not saved on file but, instead, accessed via the link on the Safer Derbyshire website each time.

Should it be apparent that the Derbyshire DA Service Directory requires further additions or amendments, please email community.safety@derbyshire.gov.uk so that the directory can be updated as quickly as possible. Please note, some service descriptions may appear more than once due to being repeated under different sections of the directory.

ACCOMMODATION / ACCOMMODATION-BASED SUPPORT

Organisation Name	Derbyshire Domestic Abuse Support Services - Crossroads Derbyshire, Derbyshire WISH and The Elm Foundation									
Name of Service / Project	Derbyshire Domestic Abuse Support Services – Safe Accommodation									
Description	Accommodation based support in the County Council area is commissioned to the Derbyshire Domestic Abuse Support Services consortium. Safe accommodation is available to female and male victims from within Derbyshire and out of area on the basis of risk and availability of suitable accommodation. Accommodation is available in communal settings (refuges), dispersed properties and move-on or step-down properties. The range of accommodation means that single people and families of different demographics/family make up/with pets may be accommodated. Property is located in various areas of the county. Accommodation includes practical, emotional and therapeutic support for victims and their children. Move-on or step-down support provides a continuation of support to victim/survivors and children who are moving on from intensive support in Refuge to more independent living in the community but still in need of support to settle into their own accommodation and a new community. Complex needs interventions are provided to support victims who, for example, have No Recourse to Public Funds, mental health problems or substance misuse issues. Victims presenting with these complexities can, in other circumstances, be turned away from refuge support but may be accommodated subject to risk assessment and availability of a suitable placement.									
Geographical area covered	City	County Yes	Amber Valley	Bolsover	Chesterfield	Derbyshire Dales	Erewash	High Peak	North East	South
	Referrals taken countywide and out of area, accommodation located in various districts and boroughs, local referrals risk assessed for safe location.									
Referral route	Derbyshire Domestic Abuse Helpline									
Contact details	Telephone:			08000 198 668						
	Text (<i>particularly if deaf or hard of hearing</i>):			07534 617 252						
	Email:			derbyshiredahelpline@theelmfoundation.org.uk						
	Live Chat:			www.theelmfoundation.org.uk						

Organisation Name	Crossroads Derbyshire									
Name of Service / Project	Harmony Project									
Description	The Harmony Project is a specialist safe accommodation and targeted support service for young women aged 16-24 and their children. The project works with young women who are escaping abuse. We work with survivors of abuse, providing a holistic service supporting women and their children around safety, finances, legal issues, parenting, tenancy and practical skills and much more. Referrals are through the Derbyshire Domestic Abuse Helpline or directly to Crossroads Derbyshire.									
Geographical area covered	City	County	Amber Valley	Bolsover	Chesterfield	Derbyshire Dales	Erewash	High Peak	North East	South
	Yes – referrals from anywhere in the UK	Yes – referrals from anywhere in the UK								
Referral route	Derbyshire Domestic Abuse Helpline / directly to Crossroads.									
Contact details	Telephone: 08000 198668 / 01457 858586 Email: harmony@crossroadsderbyshire.org									

Organisation Name	South Derbyshire DC / Trident									
Name of Service / Project	New Horizons									
Description	The Domestic Abuse New Horizons Service helps to improve the safety and protection of victims of domestic abuse and their families, living in the private sector, that approach South Derbyshire District Council (SDDC) Housing Solutions team for support. The service offers safe accommodation and or support for all members of the household, including specialist children’s workers. The dispersed accommodation is appropriate and suitable for male and female households with family pets and teenage children that otherwise would not be able to access refuge accommodation. Outcomes are developed and agreed with the client to include: • Support people to be able to live independently and safely free from abuse. • Improve the health, wellbeing, and quality of life of clients accessing the service.									

	• Deliver person centred outcomes by working in partnership with other service providers. The support provided is based on an individual's needs, seeking to reduce the risk to victims and families, prevent crisis, enable recovery and resilience to enable greater independence. All clients have detailed needs and risk assessments, safety plans and support plans in place. There is a 'stay put' option in this service when all agreed outcomes have been reached to the satisfaction of both parties and there are no breaches to the occupancy agreement at which point the housing provider will convert the occupancy agreement to a general needs tenancy agreement.									
Geographical area covered	City	County	Amber Valley	Bolsover	Chesterfield	Derbyshire Dales	Erewash	High Peak	North East	South
										Yes
Referral route	The referral route is via the SDDC Housing Solutions Homeless service									
Contact details	Email: housing.triage@southderbyshire.gov.uk Telephone: 01283 595795									

Organisation Name	Derventio Housing									
Name of Service / Project	SmartShare									
Description	Remit is to work with people who are homeless. Derventio provide temporary supported accommodation (in certain areas), almost all of which is shared. Most accommodation is in a 2-bed, 3-bed or 4-bed house. Houses are dispersed in the community and therefore anonymous. Each individual is matched to a specific house, taking into account the existing residents. Houses are mixed, but people can request a same-sex house (find some females prefer a mixed house, some an all-female house.) Accommodate perpetrators as well as victims of DA. Of course, Derventio ensure that no victim is ever housed with a perpetrator. If an issue develops in a property. Derventio can and do move residents as necessary.									
Geographical area covered	City	County	Amber Valley	Bolsover	Chesterfield	Derbyshire Dales	Erewash	High Peak	North East	South
	Yes		Yes		Yes		Yes		Yes	
Referral route	Contact Derventio Housing directly									

Contact details	Email: info@derventiohousing.com Telephone: 01332 292776
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Organisation Name	Refuge									
Name of Service / Project	Refuge Emergency Accommodation									
Description	The provision of 25 bed spaces - The refuge is much more than a safe roof over a woman or child's head. Specialist staff provide residents with the building blocks they need to begin a new life, free from fear. We support women and children to overcome the impacts of violence and abuse and offer a huge range of practical and emotional support. This might include support and advocacy on housing, education, accessing benefits, employment, secure immigration, or it might mean helping a woman to achieve better health, wellbeing and independence. Our bed spaces also provide a specialist provision for South Asian women and children fleeing domestic abuse and harmful practices.									
Geographical area covered	City	County	Amber Valley	Bolsover	Chesterfield	Derbyshire Dales	Erewash	High Peak	North East	South
	Yes									
Referral route	Referrals can be from any agency or self-referrals across the country. Any referrals received within Derby City and Derbyshire they are supported with referrals to refuges outside of Derby for their safety and security. This is to ensure women and children remain safe after fleeing and risk is reduced.									
Contact details	Telephone: 0800 085 3481 Monday-Friday 9am-5pm excluding bank holidays For referrals to refuges out of hours please call: 07725 245383									

Organisation Name	Derby Homes									
Name of Service / Project	Intensive Housing Management									
Description	Assistance from the Intensive Housing Management Team is available for tenants aged 16 or over who are experiencing domestic abuse in any capacity. DA related support must be consented to by the Tenant. The team's case work involves Safety Planning, referrals to other agencies, risk assessment through a DASH form and where necessary, cases are heard at MARAC to task all involved agencies with actions to prioritise the safety of the case. The team can work towards rehousing within Derby or enable tenants to approach other Local Authorities, raise repairs and work alongside the Crime Prevention Team to implement safety measures within the property. The team deal with tenancy related issues caused by domestic abuse and work to build rapport and trust with people at this vulnerable time in their lives.									

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	Yes									
Referral route	Referrals are made internally, initial contact can be made via Derby Homes Customer Service Team. Safeguarding Concerns related to Domestic Abuse are reported centrally using the 'Report a Safeguarding Concern' form on Derby City Council's website.									
Contact details	Contact us - Derby Homes									

Organisation Name	NCHA (housing)									
Name of Service / Project	Domestic Abuse Coordinator									
Description	NCHA is DAHA accredited. NCHA customers who are affected by domestic abuse will receive support from a dedicated domestic abuse coordinator. Support consists of DASH completion, referral to MARAC, initial safety planning, access to target hardening measures, discussion regarding housing options ranging from referral to refuge, internal or external property transfers, referral to specialist DA support services and safeguarding referrals.									
Geographical area covered	City	County	Amber Valley	Bolsover	Chesterfield	Derbyshire Dales	Erewash	High Peak	North East	South
			Yes							
Referral route	Internal service for NCHA tenants only, external services/ who are concerned about an NCHA tenant should contact our customer service team.									
Contact details	Telephone: 0800 0138555									

Organisation Name	Guinness Partnership									
Name of Service / Project	Guinness TE Support Team									
Description	Provide: 1. National Safeguarding and Domestic Abuse Team 2. Security measures (target hardening offer) 3. Hardship Fund 4. Contribute to local led Sanctuary Schemes									

	The Guinness Partnership Domestic Abuse Policy sets out how they “will deal with domestic abuse that affects Guinness customers, partner or their families and how we will assist survivors of domestic abuse. It also sets out the action they will consider taking against perpetrators of domestic abuse. This policy applies to all Guinness Partnership customers and those living with them. It also applies to everyone who receives a service from them.” Guinness Partnership has a dedicated National Safeguarding and Domestic Abuse Team who: • Accept reports and disclosures of domestic abuse through any available communication channel • Take a risk-based approach to supporting our survivors of domestic abuse; DASH, safety planning, security measures and place of safety moves within our own housing stock and reciprocal arrangements • Signpost to national and local support provision • Make referrals to MARAC, attend contribute to action plans • Make safeguarding referrals, attend and contribute to child protection plans • Customers can access support 24/7 through information held on the Guinness website, providing extensive resources for Domestic Abuse services.									
Geographical area covered	City	County	Amber Valley	Bolsover	Chesterfield	Derbyshire Dales	Erewash	High Peak	North East	South
		Yes	Yes		Yes			Yes		
Referral route	Call the Guinness Partnership from 8am – 8pm Monday to Friday									
Contact details	Telephone: 0303 123 1890 Home - The Guinness Partnership									

Organisation Name	Good News Family Care
Name of Service / Project	Good News Family Care (Homes) Ltd
Description	Domestic abuse support, community outreach and resettlement, recovery structured day programme, community work-skills projects, drop-in support and courses. GNFC provides support to women and their families affected by domestic abuse in their residential family recovery centre, including those affected by a range of complex needs. They deliver ongoing resettlement support, move-on accommodation for women and outreach support in the community, including the delivery of appropriate Women’s Aid and other self-help courses. They also support clients leaving the recovery centre, enabling them to sustain tenancies and settle in the community and provide separate dispersed accommodation. Day service provision includes a range of farm-based activities: Rural crafts, horticulture, animal care and welfare and woodland management.

Geographical area covered	City	County	Amber Valley	Bolsover	Chesterfield	Derbyshire Dales	Erewash	High Peak	North East	South
								Yes		
Referral route	Contact Good News Family Care									
Contact details	Telephone: 01298 24761 Email: mail@gnfc.org.uk									