**Derbyshire Directory of Domestic Abuse Services**

**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 [jill.hanrahan@derbyshire.gov.uk](mailto:jill.hanrahan@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**

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| **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 *(particularly if deaf or hard of hearing)*: | | | | | | | 07534 617 252 | | | | | | | | | | | | |
| Email: | | | | | | | [derbyshiredahelpline@theelmfoundation.org.uk](mailto:derbyshiredahelpline@theelmfoundation.org.uk) | | | | | | | | | | | | |
| Live Chat: | | | | | | | [www.theelmfoundation.org.uk](http://www.theelmfoundation.org.uk) | | | | | | | | | | | | |
| **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** | | [housing.triage@southderbyshire.gov.uk](mailto:housing.triage@southderbyshire.gov.uk) / 01283 595795 | | | | | | | | | | | | | | | | | | |

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| **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](mailto:info@derventiohousing.com) / Tel. tel:01332 292776 | | | | | | | | | |

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| **Organisation Name** | Refuge | | | | | | | | | | | | | | | | | |
| **Name of Service / Project** | DV Refuge Emergency Accommodation | | | | | | | | | | | | | | | | | |
| **Description** | The provision of 25 bed spaces, including accommodation to meet the needs of women from the South Asian community.  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. They help 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 on housing, education, accessing benefits, employment, or immigration, or it might mean helping a woman to achieve better health and wellbeing. | | | | | | | | | | | | | | | | | |
| **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 will be risk assessed based on safety | | | | | | | | | | | | | | | | | |
| **Contact details** | **0800 085 3481** | | | | | | | | | | | | | | | | | |
| **Organisation Name** | Derby Homes | | | | | | | | | | | | | | | | | | |
| **Name of Service / Project** | Complex needs | | | | | | | | | | | | | | | | | | |
| **Description** | The Complex Needs Team provide tenancy / housing related support to Derby Home tenants who are suffering from domestic abuse. This may be in the form of security at the property, advice and support around rehousing, liaison with/referral to other services such as social care, mental health, substance misuse. Also carry out risk assessments and make referrals into specialist support services such as IDVAs/Refuge. Work to support the victim around tenancy issues that may arise as a result of domestic abuse such as joint tenancy issues, rent arrears/ benefit claims etc. | | | | | | | | | | | | | | | | | | |
| **Geographical area covered** | City | County | | Amber Valley | | Bolsover | | | Chesterfield | | Derbyshire Dales | | Erewash | | High Peak | | North East | South | |
| Yes |  | |  | |  | | |  | |  | |  | |  | |  |  | |
| **Referral route** | Report domestic abuse issues centrally using the ‘Report a Safeguarding Concern’ form on Derby City Council's website. | | | | | | | | | | | | | | | | | | |
| **Contact details** | www.derbyhomes.org/advice-support/safeguarding/ | | | | | | | | | | | | | | | | | | |

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| **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** | 0800 0138555 | | | | | | | | | |

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| **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** | **Tel. 0303 123 1890** | | | | | | | | | |

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| **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, early years nursery.    GNFC provides support to women and their families affected by domestic abuse in their residential 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 and support for male victims of domestic abuse. Day service provision includes a range of farm-based activities: craft, horticulture, animal care, skills for work courses and apprenticeships. | | | | | | | | | |
| **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** | Tel: 01298 24761  Email: [mail@gnfc.org.uk](mailto:mail@gnfc.org.uk) | | | | | | | | | |