**Derbyshire Directory of Domestic Abuse Services**

**Community Outreach Support – Adults**

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
* Community Outreach Support – Adults (this document)
* 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.

**Community Outreach Support - Adults**

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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 – Adult Community Outreach Service | | | | | | | | | | |
| **Description** | Community based support in the County Council area is commissioned to the Derbyshire Domestic Abuse Support Services consortium.  Community based outreach support, delivered by a specialist domestic abuse support worker, is available to female and male adults (over 16) who are experiencing domestic abuse currently or are recovering/survivors of domestic abuse in the past.  Consists of practical support (for example with housing, financial and legal issues etc) and emotional support (including physical and mental health issues). Support is delivered at home or in safe locations in the community. Access to therapeutic, self-esteem, confidence building, and healthy relationship programmes is delivered by the same providers (e.g. Freedom Programme or similar group work).  Referrals for the outreach service are via the Derbyshire Domestic Abuse Helpline or the Victim Care service. Self-referrals from the public (which come via phone, in person or by email) to any of the three organisations are also triaged, risk assessed and allocated. | | | | | | | | | | |
| **Geographical area covered** | City | County | Amber Valley | | Bolsover | Chesterfield | Derbyshire Dales | Erewash | High Peak | North East | South |
|  | Yes | Elm/Wish | | Elm | Elm | Crossroads/Wish | Wish | Crossroads | Elm | Wish |
| **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) | | | | | | | |

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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 - Adult Counselling Service | | | | | | | | | | |
| **Description** | Derbyshire Domestic Abuse Support Services all offer specialist counselling services for women and men who have or are currently accessing their services. The counselling service is not time bound and is led by the needs of the client. The teams of dedicated volunteer counsellors are all BACP, NCS or similar accredited and led and clinically supervised by the accredited counselling Team Leader or Coordinator. The counselling service is open to any client currently in service.  Placements may be available for student Counsellors.  A range of other therapies may be available to clients of the Counselling Services offered by individual organisations including art therapy, reflexology, mindfulness, etc, which are subject to availability. | | | | | | | | | | |
| **Geographical area covered** | City | County | Amber Valley | Bolsover | | Chesterfield | Derbyshire Dales | Erewash | High Peak | North East | South |
|  | Yes | Wish | Elm | | Elm | Wish / Crossroads | Wish | Crossroads | Elm | Wish |
| **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) | | | | | | |

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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) | | | | | | | | | |

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| **Organisation Name** | The Elm Foundation | | | | | | | | | |
| **Name of Service / Project** | Trauma Counsellor | | | | | | | | | |
| **Description** | Delivers specific counselling to victims of DA who are experiencing disassociation and PTSD. | | | | | | | | | |
| **Geographical area covered** | City | County | Amber Valley | Bolsover | Chesterfield | Derbyshire Dales | Erewash | High Peak | North East | South |
|  |  | Yes | Yes | Yes |  |  |  | Yes |  |
| **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) | | | | | | |

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| **Organisation Name** | The Elm Foundation | | | | | | | | | |
| **Name of Service / Project** | Advice Centre worker | | | | | | | | | |
| **Description** | Offering drop-in sessions to victims of domestic abuse, including support with Budgeting, Finances, Signposting to other agencies, safety planning and emotional support. | | | | | | | | | |
| **Geographical area covered** | City | County | Amber Valley | Bolsover | Chesterfield | Derbyshire Dales | Erewash | High Peak | North East | South |
|  |  | Yes | Yes | Yes |  |  |  | Yes |  |
| **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** | The Elm Foundation | | | | | | | | | |
| **Name of Service / Project** | The Elm Foundation - Health | | | | | | | | | |
| **Description** | The Elm Foundation provide specialist DA advice and services to the health care frontline increasing awareness and knowledge and establishing gateways to services within general practices, minor injuries departments and emergency services. | | | | | | | | | |
| **Geographical area covered** | City | County | Amber Valley | Bolsover | Chesterfield | Derbyshire Dales | Erewash | High Peak | North East | South |
|  |  |  |  | Yes |  |  |  |  |  |
| **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) | | | | | | |

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| **Organisation Name** | Rural Action Derbyshire | | | | | | | | | |
| **Name of Service / Project** | The Willow Project | | | | | | | | | |
| **Description** | Rural Action Derbyshire intend to build on existing links and relationships to develop a network of supportive, knowledgeable people who understand the issues around domestic abuse and can help to identify, support and signpost individuals at risk to services and help. Aims to raise awareness of rural domestic abuse issues. The Willow Project delivers awareness training and events throughout Derbyshire. This will help people identify the signs of domestic abuse, give them the confidence to report it and also to challenge attitudes that perpetuate domestic abuse, particularly in rural areas. | | | | | | | | | |
| **Geographical area covered** | City | County | Amber Valley | Bolsover | Chesterfield | Derbyshire Dales | Erewash | High Peak | North East | South |
| Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| **Referral route** | Contact Rural Action Derbyshire | | | | | | | | | |
| **Contact details** | Rural Action Derbyshire, Town Hall, Bank Road, MATLOCK, Derbyshire, DE4 3NN  Email: info@ruralactionderbyshire.org.uk  Tel: 01629 592970 | | | | | | | | | |

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| **Organisation Name** | Trent PTS | | | | | | | | | |
| **Name of Service / Project** | Trent PTS | | | | | | | | | |
| **Description** | An IAPT service providing CBT and counselling to people age 16 and above with mild/moderate mental health presentations. | | | | | | | | | |
| **Geographical area covered** | City | County | Amber Valley | Bolsover | Chesterfield | Derbyshire Dales | Erewash | High Peak | North East | South |
| Yes | Yes |  |  |  |  |  |  |  |  |
| **Referral route** | Accepts self-referrals online at <https://www.trentpts.co.uk/self-referral>, or by phone from numbers available on website | | | | | | | | | |
| **Contact details** | Phone 01332 265659, email: [enquiries@trentpts.co.uk](mailto:enquiries@trentpts.co.uk) , Post: Woodlands Lodge, 111 Uttoxeter New Road, Derby, DE22 3NL | | | | | | | | | |

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| **Organisation Name** | Deaf-initely Women | | | | | | | | | |
| **Name of Service / Project** | Deaf-initely Women | | | | | | | | | |
| **Description** | Provision of Deaf Abuse Free:  - one to one support for deaf, deafblind and hard of hearing women who have been abused or experiencing abuse.  - IDVA service (from February 2022 – please check with us first)  - Social Worker service,  - referral service,  - one to one Freedom programme classes,  - educational workshops on abuse,  - self-defence classes,  - Free accessible safety gadgets for Deaf, deafblind and hard of hear women. | | | | | | | | | |
| **Geographical area covered** | City | County | Amber Valley | Bolsover | Chesterfield | Derbyshire Dales | Erewash | High Peak | North East | South |
| Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| **Referral route** | Email: daf@deafinitelywomen.org.uk | | | | | | | | | |
| **Contact details** | Deborah Lush  Personal Navigational Support worker | | | | | | | | | |

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| **Organisation Name** | Cotmanhay Community Network | | | | | | | | | |
| **Name of Service / Project** | Freedom Programme in Erewash | | | | | | | | | |
| **Description** | Currently have 4 facilitators trained to deliver the programme with 3 of those also trained to deliver the children’s programme. | | | | | | | | | |
| **Geographical area covered** | City | County | Amber Valley | Bolsover | Chesterfield | Derbyshire Dales | Erewash | High Peak | North East | South |
|  |  |  |  |  |  | Yes |  |  |  |
| **Referral route** | Contact Cotmanhay Community Network directly. | | | | | | | | | |
| **Contact details** | Tel: 07907 806 715 / Email: cotmanyhaycommunitynetwork@gmail.com | | | | | | | | | |

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| **Organisation Name** | Salcare | | | | | | | | | |
| **Name of Service / Project** | Salcare Family Support Service (Salcare Escape) | | | | | | | | | |
| **Description** | Salcare delivers community based, domestic abuse services offering a co-ordinated practical & emotional support for families. Our Family Support Service provides wrap-around family support including DV support and advocacy, court support, & Art psychotherapy through our Escape Team:   * Safety Worker Team (consisting of our Family Coordinator who manages our IDVA & ISVA workers) * CYPIDVA (Children & Young Peoples IDVA) * Male Victim Worker * Outreach Support (targeted support for people with protected characteristics, including LGBTQ+, BME communities and people with disabilities, including mental health)   The Escape team offers co-ordinated 1:1 Advocacy, Safety Planning, a Freedom Programme & Move On groups through Independent Domestic Violence Advisors (IDVAs), an Independent Sexual Violence Advisor (ISVA), CYPIDVA & Outreach work, to address the safety of victims at a higher risk of harm from intimate partners, ex-partners and/or family members.  It also provides support to male victims of DV through its Male Victim Worker (from January 2022).  The Escape Team serves as the victim’s primary point of contact and will assess the level of risk to address the safety of the victim and their children. By working with victims, discussing the range of suitable options the team develops safety plans to address immediate safety, as well as supporting victims’ longer-term solutions to meet their needs. | | | | | | | | | |
| **Geographical area covered** | City | County | Amber Valley | Bolsover | Chesterfield | Derbyshire Dales | Erewash | High Peak | North East | South |
|  |  | Yes |  |  |  | Yes |  |  |  |
| **Referral route** | [referrals@salcare.org.uk](mailto:referrals@salcare.org.uk) | | | | | | | | | |
| **Contact details** | **Jade Revill-Ross**  **Family Coordinator (Safety Team Manager)**  Salcare, 59 Ray Street, Heanor, Derbyshire, DE75 7GF  **Email:** [jade.revill-ross@salcare.org.uk](mailto:jade.revill-ross@salcare.org.uk)  **Office Number:** 01773 764562  **Mobile:** 07483349222  **Working Days:** Wednesdays 9am-5pm, Thursdays 9am- 4:30pm, Fridays 9am-4:30pm (Flexible evening & weekend work also) | | | | | | | | | |

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| **Organisation Name** | Salcare | | | | | | | | | |
| **Name of Service / Project** | McKenzie Friends Service | | | | | | | | | |
| **Description** | McKenzie Friends are people who attend court with someone who does not have a lawyer and is not eligible for Legal Aid, providing support and assistance. Salcare offers a free, confidential McKenzie Friends service, targeted to those who cannot afford a solicitor. Our McKenzie Friends have experience of Family Court and help guide clients through the court process, as well as providing emotional and moral support.  Located within Salcare’s Family Support Service, our McKenzie friends are able to go into court hearings with victims and sit next to them at the front of the court, as a McKenzie friend cannot be excluded from a hearing without good reason.  Victims are also able to show any papers to their McKenzie friend to discuss them. They can help victims get papers together and in the right order for hearings, help with documents they need to prepare or help with finding where they need to send documents. They can take also notes of what is said in court as an aide memoire for victims. | | | | | | | | | |
| **Geographical area covered** | City | County | Amber Valley | Bolsover | Chesterfield | Derbyshire Dales | Erewash | High Peak | North East | South |
|  | Yes | Yes |  |  |  | Yes |  |  |  |
| **Referral route** | [mckenziefriend@salcare.org.uk](mailto:mckenziefriend@salcare.org.uk) | | | | | | | | | |
| **Contact details** | **Jamie-Leigh Gogna**  **Mckenzie Friend Worker**  Salcare, 59 Ray Street, Heanor, Derbyshire, DE75 7GF  **Email:** [jamieleigh.gogna@salcare.org.uk](mailto:jamieleigh.gogna@salcare.org.uk)  **Office Number:** 01773 764562  **Mobile:** 07483950056  **Working Hours:** Full time | | | | | | | | | |

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| **Organisation Name** | Salcare | | | | | | | | | |
| **Name of Service / Project** | Salcare Practical Support Service | | | | | | | | | |
| **Description** | Salcare Practical Support Service offers furniture packages for vulnerable families and individuals escaping domestic abuse or trauma, who need an affordable way to furnish their new home.  Our Vulnerable Families Furniture Packages include black & white goods (TV’s & fridges, freezers, washing machines, microwaves, cookers etc) and household furniture (sofa’s, dining tables & chairs, beds & bunkbeds, wardrobes & chests of drawers, coffee tables etc.). Smaller individual furniture packages are also available.  Our Homemaker packages include the items people need to build a comfortable home, including curtains, pots & pans, crockery and cutlery, mirrors & pictures, cushions, pillows & bed linen, and children’s toys. These are tailored to the needs of the client, who are encouraged to visit the Salcare Warehouse and choose what they need.  A small donation is requested for the packages, which includes free delivery with our area. | | | | | | | | | |
| **Geographical area covered** | City | County | Amber Valley | Bolsover | Chesterfield | Derbyshire Dales | Erewash | High Peak | North East | South |
|  |  | Yes |  |  |  | Yes |  |  |  |
| **Referral route** | [referrals@salcare.org.uk](mailto:referrals@salcare.org.uk) | | | | | | | | | |
| **Contact details** | **Lizzie Nugent**  **Deputy Director of Services**  Salcare, 59 Ray Street, Heanor, Derbyshire, DE75 7GF  **Email:** [lizzie@salcare.org.uk](mailto:lizzie@salcare.org.uk)  **Office Number:** 01773 764562  **Mobile:** 07875525399  **Working Days:** Mondays to Wednesdays & Fridays | | | | | | | | | |

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| **Organisation Name** | NCHA WISH | | | | | | | | | |
| **Name of Service / Project** | Domestic Abuse Coordinator | | | | | | | | | |
| **Description** | NCHA is DAHA accredited. NCHA customers who are affected by domestic abuse will receive support from our 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** | Bolsover CSP | | | | | | | | | |
| **Name of Service / Project** | IDVA | | | | | | | | | |
| **Description** | The Outreach and IDVA service provided by Bolsover District Council provides advice and support to Male and Female adults. This includes safety planning and working in partnership with other community based and domestic abuse services within Derbyshire, including the Freedom Programme. This service also provides advice and support to other agencies and professionals which includes training, development and awareness raising sessions. | | | | | | | | | |
| **Geographical area covered** | City | County | Amber Valley | Bolsover | Chesterfield | Derbyshire Dales | Erewash | High Peak | North East | South |
|  |  |  | Yes |  |  |  |  |  |  |
| **Referral route** | Any agency supporting the client | | | | | | | | | |
| **Contact details** | [Sharon.ryan@bolsover.gov.uk](mailto:Sharon.ryan@bolsover.gov.uk) | | | | | | | | | |

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| **Organisation Name** | Bolsover CSP | | | | | | | | | |
| **Name of Service / Project** | Freedom Programme Facilitators | | | | | | | | | |
| **Description** | Includes IDVA, Senior Parenting Practitioner in partnership with Education / Safeguarding) | | | | | | | | | |
| **Geographical area covered** | City | County | Amber Valley | Bolsover | Chesterfield | Derbyshire Dales | Erewash | High Peak | North East | South |
|  |  |  | Yes |  |  |  |  |  |  |
| **Referral route** | IDVA, Senior Parenting Practitioner and other agencies supporting the clients | | | | | | | | | |
| **Contact details** | [Sharon.ryan@bolsover.gov.uk](mailto:Sharon.ryan@bolsover.gov.uk) and [Melanie.osborne@bolsover.gov.uk](mailto:Melanie.osborne@bolsover.gov.uk) | | | | | | | | | |

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| **Organisation Name** | Refuge | | | | | | | | | |
| **Name of Service / Project** | Outreach service for victims of Domestic Abuse Medium and Standard Risk of a South Asian heritage in Derby City | | | | | | | | | |
| **Description** | The Derby City Domestic Violence Service offers non-judgmental and independent support to anyone who is experiencing domestic violence living in Derby City with a South Asian background, over the age of 16 years old. The specialist South Asian outreach post is a funded post and continuation of the post is subject to on going funding. | | | | | | | | | |
| **Geographical area covered** | City | County | Amber Valley | Bolsover | Chesterfield | Derbyshire Dales | Erewash | High Peak | North East | South |
| Yes |  |  |  |  |  |  |  |  |  |
| **Referral route** | Referrals to the outreach service come in either by secure email, or through a well-publicised Freephone telephone number. All referrals are received by a duty worker (all staff participate in duty rota). For third-party referrals a duty worker will attempt to contact the victim/survivor within 24 hours. Staff will make three contact attempts; if unsuccessful they will try to obtain additional/alternative contact details from the referrer, before making a further two contact attempts. | | | | | | | | | |
| **Contact details** | 0800 085 3481 | | | | | | | | | |

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| **Organisation Name** | Refuge | | | | | | | | | |
| **Name of Service / Project** | Outreach service for victims of Domestic Abuse Medium and Standard Risk in Derby City | | | | | | | | | |
| **Description** | The Derby City domestic violence service provides non-judgmental and independent support to anyone who is experiencing domestic violence living in Derby City over the age of 16 years old. Our specialist staff will assess clients’ needs and risks and create an individual support and safety plan. | | | | | | | | | |
| **Geographical area covered** | City | County | Amber Valley | Bolsover | Chesterfield | Derbyshire Dales | Erewash | High Peak | North East | South |
| Yes |  |  |  |  |  |  |  |  |  |
| **Referral route** | Referrals to the outreach service come in either by secure email, or through a well-publicised Freephone telephone number. All referrals are received by a duty worker (all staff participate in duty rota). For third-party referrals a duty worker will attempt to contact the victim/survivor within 24 hours. Staff will make three contact attempts; if unsuccessful they will try to obtain additional/alternative contact details from the referrer, before making a further two contact attempts.  Victims must consent to a referral being made into the service | | | | | | | | | |
| **Contact details** | **0800 085 3481** | | | | | | | | | |