

We will review and monitor our service and seek your views on how we can develop and improve the service. Your views are important to us and from time to time you may be asked to complete a customer satisfaction survey. You can also discuss any comments you may have with your Refuge Support Worker.

What if I am not happy with the service I receive?

If you are unhappy about any aspect of our service we would like you to feel able to discuss this with your Refuge Support Worker or the Services Manager.

If you still have concerns, you may wish to make a formal complaint. You can find more information in our Comments and Concerns Leaflet, which is available from HPWA, P O Box 22, Glossop, Derbyshire, SK13 8AE.

Supporting People is a government programme to help people live more independently and to maintain their accommodation. The programme provides funding for our Refuge Support Workers.

Supporting People would like to hear from you

- What is good about the service you receive?
- How do you think it could be improved?
- Tell them when things go wrong, or if you are not happy with the service you receive.

How to contact the Derbyshire Supporting People Team

Derbyshire Supporting People Team
Older Adults Department
Derbyshire County Council
County Hall
Derbyshire, Matlock, DE4 3AG

Telephone: 08456 058 058

email: supporting.people@derbyshire.gov.uk

Text: 0777 083 6167



**High Peak
Women's
Aid**

**Formerly
Glossop Women's Aid**

The Refuge

P O Box 22, Glossop, Derbyshire, SK13 8AE

Freephone: 0800 019 8668

(free from BT landlines and payphones)

Telephone or Text: 01457 856675

Telephones are staffed Monday to Friday 9.00 to 5.00 pm An answering machine operates outside of these hours

www.highpeakwomensaid.org.uk

Fax: 01457 855199

Email: gwa@f2s.com

Registered Charity Number: 1134679

THE REFUGE

Our Refuge has accommodation for five families or single women.

We have one full-time and one part time Refuge Support Worker who are based in the Refuge. They are specialist female workers who have an understanding of the effects of domestic abuse on individuals they are funded by Derbyshire Supporting People.

We aim to offer safe, temporary accommodation for those women and families who decide they need to leave their home and seek a safe place to live, due to domestic abuse.

The safety of our residents is paramount.

We ensure that all women and children receive equal treatment and services from our organisation.

We meet individually with all the women regularly to accomplish short term and longer term outcomes for themselves and their families by completing an Individual Support Plan. This is then reviewed on a regular basis.

We offer support to residents, whilst they make decisions about the future.

We may need to liaise with other agencies such as Social Service, Department of Work and Pensions, Housing, Police, Solicitors, Courts etc. We also discuss their experiences and decide together what support the woman requires.

Length of stay can be anything from a few days to several months.

We have a weekly house meeting where staff and residents meet to discuss any issues that may have arisen during the week or to discuss new ideas and suggestions, which could improve the service we offer.

We endeavour to make the Refuge feel as much like home as possible for all the residents and strive to keep it well maintained and attractive - a safe place where women and their families can find respite, in which to make important decisions about their future.

a safe place
a breathing space
the start of a new life

We empower women to make decisions for themselves in order to live independently away from domestic abuse.



Our Refuge Support Workers can

- help with claiming benefits and filling in forms
- help you to get the skills you need to maintain your own tenancy
- Advise and help you to get other services you need