



# glow

## Service Guide

The Heart of Change



# Support for people in abusive relationships

We offer accommodation, as well as individual and group support for anyone currently in an abusive relationship or looking to leave. We also offer support to female survivors who have experienced abuse and want to rebuild their confidence and their support networks.

## Accommodation

We have safe, supportive temporary accommodation throughout North Staffordshire for single people and people with children.

Customers fleeing domestic abuse and in need of housing get support from a trained practitioner who will help them rebuild their lives and live independently again.

We give a voice to victims who are in need of housing across North Staffordshire.

Our Housing Advocate supports those fleeing domestic abuse through their housing journey. They offer essential emotional support as well as making sure that the customer has access to appropriate ongoing domestic abuse support.

## Support for children and young people in refuge

We offer group support and can offer specialist one-to-one support to children and young people that have either experienced abuse at home or are in their own unhealthy relationships. We have activities for children and young people.

We can also help parents find a new school place for their child if they have to relocate.

## Opening Doors programme

A seven-week group programme for children and young people in refuge.

It promotes resilience and gives them the opportunity to share their experiences, develop peer support networks and have a voice.

Each two hour session is delivered by our specialist practitioners and has a theme that links to the rest of the programme.

## One-to-one support

We develop a safety plan and support customers, even if they are still living with the perpetrator.

If they are ready, we can support them to move towards a life free from abuse.

## DASSA (Domestic Abuse Sanctuary and Safe Accommodation service)

This is a full support service, commissioned by Stoke-on-Trent City Council, for people impacted by domestic abuse. It includes Sanctuary measures, provided by fellow Honeycomb Group brand, Revival, to help customers safely remain in their own homes. DASSA also builds on our existing safe accommodation services, enabling us to provide more specialist and intensive support, such as move-on guidance and more support for young people.

# Support for people no longer in abusive relationships

Our Recovery Hub service provides holistic support to female survivors to help them rebuild their lives free from abuse after they have left. Group programmes are delivered either online or in-person by trained Domestic Abuse Practitioners and trained volunteers.

## Freedom Programme

A 12 week programme which helps people who have experienced abusive relationships recognise and understand the dynamics of domestic abuse.

## Recognise and Reconnect

A 10 week programme to help mothers and care givers who have experienced abuse to develop the tools they need to move on and start a new chapter with their children.

## Recovery Toolkit

A 12 week cognitive behavioral therapy programme to help survivors understand their individual experience of domestic abuse and move towards a brighter future.

## Social and wellbeing activities

We offer a flexible timetable of free activities to survivors, including 'Brew Can Do It', a virtual and in-person social group, weekly yoga sessions, sound baths, and sewing workshops. Our activities are developed around whatever our customers tell us they would like. We are 'place based,' and deliver our programmes and activities in accessible community venues.

## Volunteering

We run two AIM accredited volunteer programmes a year. Our volunteers are intrinsic to the service, many with lived experience, who have a desire to help other survivors recover from their experiences of abuse.

Volunteering within the Recovery Hub helps volunteers to gain new skills, increase their confidence, build support networks and improve their career opportunities.

For enquiries and referrals contact: [recoveryhub@findtheglow.org.uk](mailto:recoveryhub@findtheglow.org.uk)

## Training

We deliver bespoke domestic abuse awareness training to professionals throughout Staffordshire, either in-person or online.

For prices and more information contact:

[stepstosafety@findtheglow.org.uk](mailto:stepstosafety@findtheglow.org.uk)

# Services delivered in Derbyshire

**We offer Independent Domestic Violence Advisor (IDVAs) for survivors who are at a high risk of serious harm or homicide in Derbyshire.**

IDVAs work with people experiencing abuse to make sure they, and their children, are safe by carrying out risk assessments and developing short-term and long-term safety plans.

IDVAs can also signpost to other specialist services for extra support.

## Specialist areas of support

Court IDVAs can help navigate the criminal justice system and help make the court process clear.

### A court IDVA can help with:

- Arranging a pre-trial visit.
- Safely assessing the victim or witness both inside and out of court.
- Applying for special measures (such as screens, using the back entrances to the building, video links) where appropriate.
- Support with requests for restraining orders.
- Emotional support when attending court
- Co-ordinating protection from civil and criminal courts.

### Family welfare court IDVA

- Provides emotional and practical support to victim and survivors of domestic abuse who going through the family court process.
- Complete risk assessments, create safety plans, signpost, advocate for customers and liaise with other agencies.
- Make sure victim and survivors of domestic abuse feel safe, secure and confident as they go through the family court process.
- Prepare them for what will happen inside the court and help them communicate with legal professionals.
- Arrange pre-court visits and special measures.

### Stalking and harassment lead IDVA

- Understand the wide range of stalking tactics used to frighten and control victims.
- Provides practical, emotional and advocacy support for those victims experiencing stalking and harassment.
- Focus on safety planning, practical safety measures and the use of civil and criminal justice systems to increase protection.
- Arrange pre-court visits and make sure they remain safe in court.

- Work closely with other agencies, including the police to ensure the voice of the victim is heard.

### Black and minority ethnic IDVA

- Work with victims who are from minority ethnic groups in our community.
- Offer specific support with an understanding and awareness of issues including forced marriage, honour based violence and the cultural complexities that can exist when working with people from these communities.
- Work on any issues that could arise from the lack of awareness in regards to the laws in this country and what protection can be put in place.
- Complete risk assessments and clarify any confusion that could arise due to the lack of understanding of what is deemed abuse in this country.
- IDVAs will also have awareness of other support agencies that can support people if they are having difficulties due to their legal status or recourse to public funds.

### Health IDVA

- Specifically works with cases from Derby Royal Hospital and Chesterfield Royal Hospital.
- Provides information and guidance to health professionals on how to effectively recognise domestic abuse and then refer cases to the appropriate services.
- Offer support and guidance to health professionals who have concerns about specific patients.
- Run training sessions on domestic abuse and the different support that can be put in place.
- Attend hospital team meetings to highlight our work and the importance of acting on concerns in regards to abuse.
- Offer advice and support for staff who are experiencing domestic abuse.

## How to enquire about this service

Contact the Derbyshire team on **01332 985111** or email **[IDVAservice@findtheglow.org.uk](mailto:IDVAservice@findtheglow.org.uk)**

Our IDVAs service cannot accept self-referrals. Anyone experiencing domestic abuse in Derbyshire can contact the Derbyshire Domestic Abuse Helpline.

Call: **0800 0198 668** (available 24 hours per day, 7 days per week)  
email: **[derbyshiredahelpline@theelmfoundation.org.uk](mailto:derbyshiredahelpline@theelmfoundation.org.uk)**

## The 180° Project

**Available in Derbyshire, the 180° Project is a service tailored specifically for high-risk, high-harm perpetrators of domestic abuse.**

The service aligns to Respect standards and is designed to keep victims safe, including children, by promoting changes in attitudes and behaviour of those who genuinely want to stop being abusive towards intimate partners.

The project offers a varied programme of support, tailored to the individual and based on their needs and suitability assessment.

Participants will be supported to recognise the difference between a healthy and unhealthy relationship, take accountability for their behaviours and learn to identify safer ways to deal with their emotions and actions.

## ISS (Integrated Safety Service)

The ISS team complete regular check-ins and will offer a range of support which can include one-to-one contact, safety advice and information and signposting to other agencies. This is all in addition to helping them build a positive support network for themselves and their children.

### Getting the programme

If you need more information about the service or referral process, please contact our team:

Email [180derbyshire@findtheglow.org.uk](mailto:180derbyshire@findtheglow.org.uk)

Call 07974 608015

# Education programmes

## Relationships without Fear

Relationships without Fear is an education and prevention programme available in Staffordshire (including Stoke-on-Trent) and Derbyshire (including Derby) that aims to break the cycle of domestic abuse by reducing the likelihood of children and young people experiencing it in their current and future relationships.

The programme is a six-week schools intervention aimed at children and young people from primary school to college.

Each one is tailored to match the pupils' age and ability, with relevant and relatable group activities, discussions and resources.

Topics covered include:

- Dealing with anger.
- Safety planning.
- Effects of social media and gender stereotypes.

Each programme includes:

- Delivery by a trained member of staff.
- Range of professional resources and materials including a workbook for each pupil.
- Full evaluation for the school at the end, which evidences the impact of the programme and tracks outcomes.
- Brief intervention follow on one-to-one sessions for children and young people affected by any issues raised. We can also support schools with onward referrals to other agencies.
- Safeguarding and disclosure support and advice for education providers.

### Getting the programme

For prices and more information, contact [educationandprevention@findtheglow.org.uk](mailto:educationandprevention@findtheglow.org.uk)

## 1 hour Healthy Relationships Awareness Assembly

We offer one hour assembly sessions for primary and secondary schools, and colleges. During the session, we show pupils and students how to identify risk, create a safety plan, and what support services are available.

For prices and more information, contact [educationandprevention@findtheglow.org.uk](mailto:educationandprevention@findtheglow.org.uk)



## XRoads

XRoads is a group programme which aims to show teenagers what healthy relationships look like, helping improving their own self-worth and confidence.

The project also teaches young people about how to keep themselves safe, consent and how to access support.

In addition to the group work, we do a weekly drop in and encourage their families to look at what support is needed to move forward together once the programme has ended.

### Getting the programme

For prices and more information, contact [educationandprevention@findtheglow.org.uk](mailto:educationandprevention@findtheglow.org.uk)

## Training for youth group and club leaders

We run two hour training courses for leaders of youth groups and clubs, to help them recognise the signs of an unhealthy relationship, understand the impact, and how to confidently deal with disclosures.

### Getting the training

For prices and more information, contact [educationandprevention@findtheglow.org.uk](mailto:educationandprevention@findtheglow.org.uk)

## Training for youth groups and clubs

We run two hour session for youth groups and clubs that look at the signs of an unhealthy relationship and how to seek appropriate help.

### Getting the training

For prices and more information, contact [educationandprevention@findtheglow.org.uk](mailto:educationandprevention@findtheglow.org.uk)

## Young Persons Violence Advisers (YPVA) & Children and Young People Practitioners

Our Practitioners provide one-to-one support for children aged 4-19 in Newcastle-under-Lyme who have or are living with domestic abuse.

Our YPVAs provide specialist support for those in their own abusive relationship.

Each child or young person will be met in a safe place by their support worker to complete a needs assessment, provide tailored support and make an action plan.

Support includes safety planning, work on healthy and unhealthy relationships and their understanding, feelings and emotions as well looking at any additional support needs that the young person may have.

# Support for those responsible for abuse

Our prevention services are available for anyone using violence and abuse in their relationship and who wants to change their behaviour.

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The project offers a varied programme of support, tailored to the individual and based on their needs and suitability assessment. Participants will be supported to recognise the difference between a healthy and unhealthy relationship, take accountability for their behaviours and learn to identify safer ways to deal with their emotions and actions.

### Getting the programme

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## DAPP (Domestic Abuse Prevention Programme)

This programme is specifically for men who want to stop being abusive towards intimate partners.

The 30 week programme supports you to find healthier, safer solutions any relationship problems or conflict. The interactive sessions will help you understand the impact of abusive behaviour and show you skills for better relationships and parenting.

### How to refer someone

Any agency can make referrals to this service by contacting our prevention team on [DAPP@findtheglow.org.uk](mailto:DAPP@findtheglow.org.uk)

Once a referral has been made, we will make an appointment for the perpetrator, where we will interview and assess them. If they are suitable for the group, they will then be registered or placed on a waiting list until the start of the next module.

## ISS (Integrated Safety Service)

We will work with the current or ex-partners of people engaging with the DAPP to check in with them and offer a robust and integrated system of support with the key focus to increase their safety and wellbeing, as well as the safety of any children involved. This service runs alongside all of our prevention services.

### Six month check in

Our six month post-programme course helps you to continue your recovery.

# Find the Glow

A life-changing decision for  
a better future.

## Call us

If you live in **North Staffordshire**  
call **0330 0945 559** 9am–5pm,  
Monday to Friday.

If you are a professional or an existing IDVA  
customer in **Derby or Derbyshire**  
call **0133 2985 111** 9am–8pm,  
Monday to Friday and 10am–4pm Saturday.

If you are in immediate danger call **999**

## Email us

**[support@findtheglow.org.uk](mailto:support@findtheglow.org.uk)**

## Looking for a refuge?

Emergency accommodation:

Moorlands: **01538 267093**

Newcastle: **01782 713737**

Stoke: **01782 817055**

## Visit our website

**[www.findtheglow.org.uk](http://www.findtheglow.org.uk)**

308 London Road, Stoke-on-Trent, ST4 5AB  
Open 9am - 5pm, Monday to Friday

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