



DOMESTIC ABUSE SERVICES
GWASANAETHAU CAM-DRIN DOMESTIG

Refuge Accommodation



Life can be different



Llinell Gymorth Live Fear
Byw Heb Ofn Free Helpline

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**We can provide
emergency refuge
space or temporary
accommodation for
people escaping
domestic abuse**

ACCESSING REFUGE ACCOMMODATION

Our refuge accommodation is a temporary, safe and confidential space where you can consider your options and plan to rebuild your life. We hope you will find the accommodation friendly and welcoming.

We have a communal refuge, accessible 24 hours a day 365 days a year, and a range of self-contained spaces for those individuals and families where communal living is not suitable.

Our first step is to discuss whether our refuge accommodation would be suitable for you. We understand it is difficult to talk about some things, but please be honest with us, we want to ensure you get the support you need. It may be necessary to refer you to another refuge if ours is not available or is not suitable for your needs.

We will treat you fairly, with respect, dignity and kindness and promise to listen to you. *Our support charter is available on www.valedas.org*

HOW CAN WE SUPPORT YOU?

When you agree to accept support from Vale Domestic Abuse Services, we will provide you with a support worker called a SDAP (*Specialist Domestic Abuse Practitioner*).

Your SDAP will be your main point of contact throughout your support. They will help you settle in and provide emotional support, as well as providing practical items, such as clothing and toiletries, that you may not have with you.

Your SDAP will continue to support you during your time with us.

WE CAN HELP WITH

- > Safety planning
- > Understanding your rights and options
- > Emotional support
- > Help you to find a long-term home or to move safely back to your home
- Supporting you through the criminal or civil court process
- Helping you understand your finances or to deal with debt
- Help you to build relationships with your children or other people you are close to
- Help you to access other specialist services for additional support



YOUR PLAN OF ACTION

As part of our support we will offer you regular support sessions at agreed times. We will support you to develop a plan of action that sets out your goals and any actions that we will take to help you rebuild your life.

If you have goals which are best supported by other agencies, we can help you to access these. We will review your plan at each support session to ensure that it is meaningful, relevant and up to date.

LICENSE AGREEMENT

The license agreement is between you and the landlord. Vale Domestic Abuse Services is the managing agent and will explain your licence agreement and the rights you have relating to this.

An 'Excluded license agreement' gives you the right to stay in the property temporarily whilst you are considering your options. There are rules in place to keep you and other residents safe. Further information can be found at www.valedas.org

CONFIDENTIALITY

We will work with you in the strictest of confidence. We will never share information about you with your (ex) partner or other individuals and we will normally only give information to other agencies with your consent.

The only time we will give agencies information without informing you is if we have serious fears about your safety or the safety of a child or other vulnerable person.

SAFEGUARDING YOU AND YOUR CHILDREN

Everyone who works for Vale Domestic Abuse Services is fully checked and undergoes regular high-quality training. They have a duty to be professional and abide by policies and procedures that protect both you and them. This means they cannot form a friendship with anyone they are supporting. It also means that they will always treat you with respect and work to safeguard you and your children. You can ask to see any of our policies by emailing us at info@valedas.org

COMMENTS AND COMPLAINTS

We always want to learn from feedback and seek to put right any mistakes we make. If you have a comment or complaint to make you can either raise them with your SDAP, email us at info@valedas.org or ring us on 01446 744755 and ask to speak to a manager.

Further information about this is on our website www.valedas.org





For more information call our helpline

01446 744755

or email

info@valedas.org



valedas.org

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