



Nicola Lambe – Head of Domestic Abuse Support Services

Stonewater: Domestic Abuse Support Service

Case Study: Providing Housing and Refuge Support for Survivors of Domestic Abuse

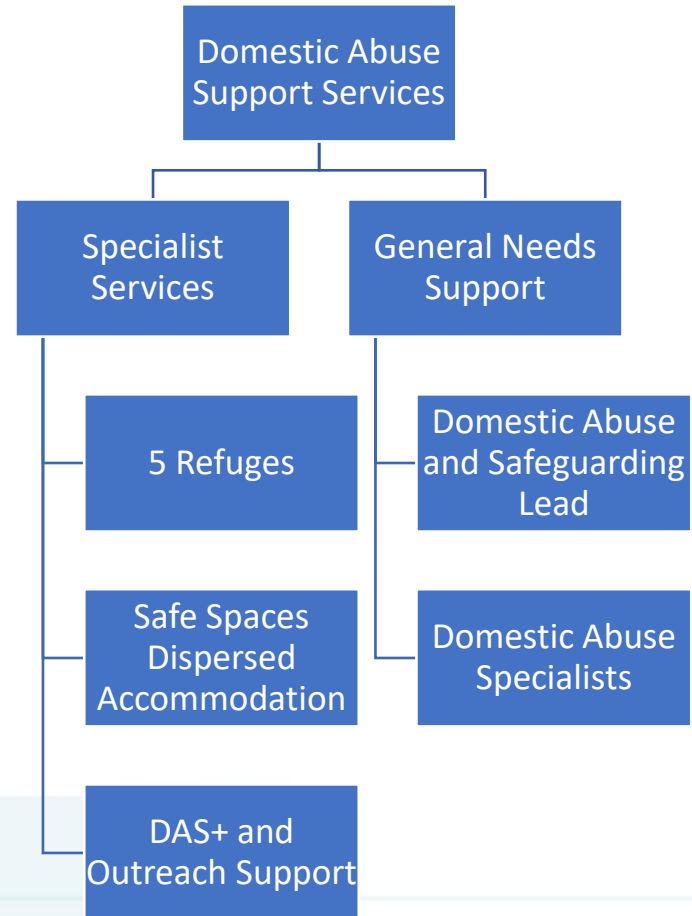
- Delivering confidential support for residents through a dedicated domestic abuse support service
- Supporting marginalised residents to access emergency accommodation and assistance
- Working in partnership to develop a long-term support plan that caters to the needs of the most vulnerable residents

Stonewater Domestic Abuse Support Services

Our Vision

- At Stonewater our vision is for everyone to have an opportunity to have a place to call home. We know that for some, home is a place filled with violence and abuse.
- We are committed to tackling domestic abuse and promote equality and inclusion for all.
- We recognise and strive to tailor services that respond to intersectionality related to VAWG/DA

Stonewater Domestic Abuse Support



Domestic Abuse Support Services

Stonewater's commitment is to ensure homes are safe places, free from the fear of violence and abuse.

Achieved by:

- understanding, knowledge, awareness and belief – at all levels
- accommodation & management transfers
- specialist support – refuge, own home and communities
- sanctuary schemes and police ‘flagged’ properties
- innovative and bespoke services for marginalised groups and individuals
- partnership working and networks across all areas of operation
- specialist refuges and safe accommodation

Whole Organisation Approach

Dedicated, centralised approach to tackling domestic abuse across the organisation:

- Awareness raising for all of our teams and relevant contracted staff
- Communication, shared learning, peer support, joint events – staff and customers
- Identify and increase housing for survivors – internally and externally
- Review our policies and tenancy options to best support survivors
- Access funding, grants and initiatives to support survivors
- Improved data collection, reporting and analysis
- Develop responses, support and services based on this data
- Strong partnerships with specialist organisations
- Quality audits and accreditations
- Support and policies for staff affected by domestic abuse
- Ensure the survivor voice is at the heart of all service design and delivery and that Stonewater provides a platform for the survivor voice

Sustainable Futures

- DA Bill & housing priority
- Dedicated housing to enable timely and successful move on
- NRPF
- Further safe accommodation options
- Suitability and security of accommodation
- Multi-agency, longer term approaches
- Survivors included in policy work, locally and nationally

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