

## Supporting Women and Children to live Safe, Healthy and Fulfilling Lives.

### GET IN TOUCH

Please contact us on 01642 861 788 for advice, referral and access (our normal working hours are 8-6pm Mon-Fri and 12-5pm Sat-Sun.) or email referral information to our secure email address: [middlesbroughrefuge@changinglives.cjsm.net](mailto:middlesbroughrefuge@changinglives.cjsm.net)

### IN AN EMERGENCY

To enquire about refuge accommodation support outside of normal working hours please contact 07812 672 818.

In an emergency situation – when you are in fear of your safety and the threat to you or your family could endanger life call 999.

If you need to log or report any abuse that is not an emergency please contact Cleveland Police on 101.

### WHO ARE CHANGING LIVES?

At Changing Lives we believe that everyone deserves the opportunity to reach their potential. We know that life isn't straightforward. People's circumstances, lived experience or health can mean they face barriers to living a happy and fulfilling life.

We work with people who are in crisis or who need support to overcome serious challenges that can limit their opportunities. We help people to develop the skills and self-belief to move past prior experiences, change their story and achieve a better future – for themselves, their families and their communities.

For more information please call us on 0191 273 8891 or e-mail [central.office@changing-lives.org.uk](mailto:central.office@changing-lives.org.uk)

**“IT'S SO MUCH MORE THAN A PLACE TO STAY”**

**Middlesborough Refuge.** For women and children experiencing Domestic Abuse.

**THE POWER OF POSITIVE CHANGE**

Changing Lives is the operating name of The Cyrenians.

Registered charity number 500640 and registered company number 995799.

 @ChangingLivesCharity

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 [www.linkedin.com/company/changing-lives/](https://www.linkedin.com/company/changing-lives/)

**CHANGING LIVES**

**WOMEN AND CHILDREN'S SERVICES**

## WHAT IS DOMESTIC ABUSE?

Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can include but is not limited to the following types of abuse:

- Psychological
- Physical
- Sexual abuse
- Financial
- Emotional
- Online or digital abuse

## HOW CAN WE HELP YOU?

We support women and children who are experiencing Domestic Abuse. The Refuge is about more than accommodation. We can provide support tailored to your needs, including:

- Safety planning
- Life skills
- School places/attendance
- Signposting to other services such as addiction and recovery
- Health and wellbeing
- Finance and benefits
- Peer and emotional support
- Family activities
- Confidence building
- Trauma recovery programmes
- Support to move-on from the service into permanent, safe accommodation in the area of your choice

## HOW WE WORK

Each individual woman and family will have an allocated caseworker, building up a positive, trusting relationship, where they will help to co-design a strength based care plan, using our **Theory of Change** principles;

**Being** - Meeting immediate needs e.g. school places/attendance, accessing clothing, food bank vouchers, bank accounts, emergency packs, Universal Credit, building relationships.

**Becoming** - Addressing physical/mental health, substance use and debt; building resilience through therapeutic interventions, life-skills e.g. parenting, budgeting.

**Belonging** - Planning for safe, sustainable move-on, ensuring longer-term/informal support networks in place and supporting transition into independent living.

## WHOLE FAMILY SUPPORT

Our Dedicated Family Worker will;

- Ensure each young person has a safety plan,
- Organise regular activities and our Changing Little Lives Service, involving craft sessions, interactive play, and social events.
- Encourage children to take ownership and organise events/activities, seeking funding to support this.
- Work in partnership to meet young people/children's needs and support community integration.
- Support parenting skills e.g. appropriate play to reach key milestones, adhering to 1001 Critical Days Movement principles.

## ELIGIBILITY

The service is for women aged 16+ who are experiencing domestic abuse and their children aged 3-18 years old.

## CONFIDENTIALITY

Any information you give will stay confidential to Changing Lives unless we feel that you or someone else is at risk of harm, or we are required by law to share it. In such cases we may have to disclose information to appropriate and relevant agencies.