

Sir Gar Floating Support

Providing support to women and
children experiencing Domestic
Abuse in Carmarthenshire.



Threshold Domestic Abuse Services
32 Station Road, Llanelli
SA15 1AN
01554 752422

SERVICE-USER CHARTER

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Contact Numbers

If you feel that you are in danger from an abusive partner/ ex-partner or anyone else, you should ring 101 or 999 depending on the situation.

Below is a list of useful numbers if you need to speak with anyone.

Threshold Outreach Office - 01554 752422

Threshold 24-hour emergency number—01554 741212

Carmarthen Outreach Office—01267 234725

Carmarthen 24-hour emergency number—01267 238410

National Helpline—08088010800

Llanelli HUB—08009 173408

Carmarthenshire County Council—01267 234567

Introduction

This charter explains how Sir Gar Floating Support promotes a coordinated service which meets the needs of individuals and children throughout Carmarthenshire.

We explain:

- **EMPOWERING AND ENABLING** - the way we work and what this means in practice
- **YOUR RIGHTS** - what you can expect from us and the service
- **YOUR RESPONSIBILITIES** - what is expected from you

There are many policies and procedures setting out this information in more detail - you can ask to see them—this is just a mini guide to the key points.

Floating support is a free and confidential service available in Carmarthenshire. It is a flexible service that

How We Work

EMPOWERING and ENABLING - the way we work and what this means in practice.

We won't tell you what to do with your life.

Through talking and looking at the possibilities we'll help you find out what the **choices you have** and support you to make your **own decisions** regarding:

- Short-term practical things that need to be done
- The Future - your hopes - and what **you want** to do in the long-term.
- Difficult problems that feel scary and complicated

We'll support you to find all the information needed so that you feel in **control** of what happens next.

We will work together to make things happen - we won't do things to or for you.

Complaints Procedure

People who use and access Sir Gar Floating Support Scheme have a right to make a complaint and Sir Gar Floating Support are committed to respect that right. The full policy is available in our Outreach Office or online on our website.

People are encouraged to make a complaint without fearing that they will be penalised or discredited in any way.

Sir Gar Floating Support Scheme will treat all complaints with equal importance and confidentiality however they are received.

How To Make A Complaint

A complaint can be made in writing (letter, e-mail, or fax) by telephone or in person. However, **all formal complaints must be made in person.**

Any individual wishing to make a complaint will be provided with details on why, when and how to invoke the complaints procedure in an appropriate and accessible format by contacting the CEO Victoria Pedicini on **01554 752422** or **vpedi-**

Confidentiality

Our confidentiality policy is available for you to read either at the Outreach office or online.

In order for you to receive support from Sir Gar Floating Support, you need to understand and agree to abide by the following essential aspects of our policy on confidentiality. If there is anything written below that you do not understand please ask your support worker to clarify it for you.

Sir Gar Floating Support receives personal and sensitive information about individuals and children who use our service, from other agencies and from individuals and children themselves.

Individuals contacting Sir Gar Floating Support have the right to **choose what they disclose** to the workers.

Apart from certain, limited circumstances, **all information remains confidential**. The circumstances where we cannot guarantee confidentiality are:

- Where an individual or child agrees to information being given to another agency or person
- Where the law requires that we provide information

What is Floating Support?

Floating Support is an agreement between Sir Gar Floating Support and yourself that you want to receive support. The length of support will be tailored to your individual needs.

As you begin to feel able to live your life safely and independently, the amount of support gradually tapers off until you no longer need it.

What Floating Support Offers

Floating support workers will provide, or access, information and /or support regarding a variety of issues including:

- Surviving domestic abuse
- Emotional support
- Housing
- Children's wellbeing
- Physical health and mental health
- Legal matters including; injunction, non-molestation and child contact
- Finances, budgeting, benefits and debt
- Daily living skills
- Advocacy including in assisting you to get your views heard at appointment's and meetings with other agencies
- Community integration including helping you locate and access community resources

How Does Floating Support Work?

To access our Floating Support service you must be experiencing or have experienced domestic abuse and have a tenancy issue.

Once we have received your referral, a worker will contact you to make an appointment to see you. They will complete an assessment form to identify the areas and issues you require support with and the level of support needed.

This assessment will be done at our Outreach office on Station Road. After the assessment form has been completed and if you qualify for Floating Support, you will be allocated a worker who will contact you to arrange a further appointment.

If your referral to our scheme is not accepted because you don't meet the criteria you may still be accepted on an Outreach basis (page 14).

Our Services

Continued

- **SMART VOLUNTEERING PROJECT**
 - Our SMART program works with people who wish to volunteer in the organisation providing multiple options including paid placements and volunteering placements.
- **EDUCATION SERVICES**
 - We offer a wide range of education opportunities to women in the community including; Agored certified training courses including confidence building, MARAC training and Domestic Abuse Awareness classes as well as our, Women Exploring Business course which informs women about entrepreneurship and becoming self-employed.
- **SAFETY, TRUST AND RESPECT PROGRAM (STAR)**
 - Our STAR program works with teenagers in a range of areas such as: respectful relationships, domestic abuse, gender stereotyping, sexual consent and sexting.

For more information about any of these services or to refer to

Our Services

Continued

- **FREEDOM PROGRAM AND RECOVERY TOOLKIT**
 - From our Outreach Office we run both the Freedom Project and the Recovery Toolkit. Both are for women who have experienced domestic abuse and helps them understand different types of abuse.
- **SUPPORT FOR MALE VICTIMS**
 - Our office also supports male victims of domestic abuse. If you want to refer someone or self-refer call 01554 752422
- **COUNSELLING**
 - We offer counselling for both victims of domestic abuse and for children in a range of ways.
- **EFIP CHILDREN**
 - Our EFIP Child Worker engages with children aged 0—16 and involves them in play therapy.
- **ECHO**
 - Our ECHO Children's Counsellor offers more in-depth support to those effected by domestic abuse.
- **DASH WORKER**
 - Our DASH worker works within schools and other settings delivering programmes and working with children and young people.

Your RIGHTS

You can expect the following things from us and the service we provide:

- We will be professional at all time
- We will inform you if your appointments have to be cancelled
- We will make sure that you feel involved and make time to hear your views about the service and how we can improve and develop this.
- We will do our best to make sure that you feel safe and protected whilst you are in our office
- We will ensure that all paperwork is completed thoroughly as agreed with you in your support plan
- We want you to feel able to ask questions if you are not sure about anything and to tell us if you think you have not been treated fairly.
- We will work with you to ensure that you receive the best possible service
- You will be given clear and accurate information about our services
- You will be given information about the Floating Sup-

Your RIGHTS

Continued

- You will receive a service from workers who have the appropriate knowledge, skills and competence to carry out their responsibilities and, have access to the ongoing training and support they need to provide a good quality service
- Your views on our services will be actively sought and discussed and will form an important part of our quality assurance system and developmental strategy
- Your personal information will be recorded only where necessary and will be treated in the strictest confidence. Your information will not be given to anyone else without your agreement (except in rare cases where the law requires it (child protection) or where it is essential in the public interest)
- Your right to access information about yourself will be respected. Support plans will be made available for you to read upon request except in the following circumstances;
 - If the information would risk damage to your physical or mental health
 - If the information could endanger someone else
 - If the information would identify a person who may have made a complaint

Our Services

In addition to our Floating Support, we offer a wide range of services for individuals, their children and perpetrators. Below is a list of other services we have to offer. If you wish to apply or find out more please contact our Outreach Office on 01554 752422.

- **OUTREACH SUPPORT**

- If you aren't accepted onto our Floating Support, you may still be eligible for Outreach support. The worker completing your assessment will inform you of which service you can receive.

- **REFUGE**

- If you need an emergency location to flee to because of domestic abuse our refuge can hold up to six families. If you need refuge space please contact the national domestic abuse helpline on **08088010800**

- **WOMEN'S SAFETY WORKER**

- Our Women's Safety Worker supports the partners of men attending our Choices Program.

- **CHOICES PERPETRATOR PROGRAM**

- The Choices Program is for men who have been abusive to their current or previous partner and want to change their behaviour.. It involves weekly group sessions and some 1:1 work. Men can self-refer to the

Values on which our service is founded

The key aims of our service are as follows:

- To provide information for individuals and their children (if any) who have experienced domestic abuse
- To provide Floating Support for individuals and their children (if any) who have experience domestic abuse
- To challenge cultural norms and attitudes that condone or tolerate domestic abuse, being mindful of the fact that domestic abuse is a social, rather than individual problem.

Our key working principles for Floating Support are:

- To treat information about individuals confidentially
- To encourage individuals to determine their own future and to support them to achieve this by working in a non-directive way
- To recognise the needs of any children and support them in their own right
- To encourage good practise and work within an ethic of providing best value.
- To work effectively with other organisations and agencies.

Your RESPONSIBILITIES

We expect the following things from you as you receive support from any of our services:

- You must want to receive support from us - it must be voluntary
- You must inform your support worker if you are unable to make your appointment for any reason
- You must inform us if you no longer want Floating Support
- You must not expect us to work outside of the boundaries of the service provision
- You must agree to abide by the rules of the Floating Support scheme. See the following page for these rules.
- You must be willing to try and establish a mu-

Floating Support Rules

We have certain rules that apply to anyone who is receiving this Floating Support service. These rules are in place to enable everyone to receive our support as safely and as comfortably as possible. If your support worker has reasonable belief that the rules are being broken withdrawal of support may follow.

For breaking rules 1 - 4 support may be withdrawn immediately.

- You must not inform or bring an abusive partner/ex-partner to the outreach office or allow them to be present during home visits.
- You must not bring weapons of any kind into the outreach office.
- You must not use threatening or violent behaviour towards anyone whilst you are at the outreach office or towards a worker during either home visits, or support work that takes place within the outreach office or being accompanied to another agency.
- You must not harass any service-user or worker at the outreach office or during support work related activities that take place, on the grounds of race, ethnic origin, nationality, colour, religious beliefs, sexual orientation, disability, age or for any other reason whatsoever.
- You must not bring alcohol, solvents or drugs into the outreach office except for medication prescribed by your doctor.

Floating Support Rules

Continued

- Whilst at the outreach office, you should not open the security door to admit anyone without first informing a worker.
- You must not bring any pets to the Outreach office whilst you are attending support related activities (except guide dogs).
- You must not use the address of the Outreach office for any business purpose or for any illegal activities
- You must not expect workers to work outside of the boundaries of the service provision.
- You must inform us if you no longer want support.

At the start of your support work, you will be asked to sign a copy of the rules to confirm that you have had them explained to you and that you will abide by them.