



PROVIDING A SAFE PLACE TO THINK



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WELCOME TO STONEWATER

At Stonewater our vision is for everyone to have the opportunity to have a place that they can call home: their sanctuary. We are committed to providing accommodation and housing support for people experiencing domestic abuse so they can have a safe place to stay and receive specialist support.

Stonewater has a long history in delivering specialist domestic abuse services. We are accredited by the DAHA (Domestic Abuse Housing Alliance) and actively champion initiatives to support those experiencing domestic abuse. We provide safe accommodation to some of the most marginalised groups in today's society, including our LGBTQ+ Safe Space and South Asian Women's Refuge.

Stonewater is one of the UK's leading social housing providers, with over 33,500 homes under management and £1.9 billion in assets

Our aim is to deliver innovative, effective and consistent services to our customers, and to listen to their feedback so we can use this to help shape our services to meet the diverse needs and aspirations of customers.



Helena Doyle
Customer Experience Director,
Wellbeing and Support

Proudly accredited by:



A SAFE PLACE FOR ALL

One in four women and one in six men will experience domestic abuse in their lifetime. Anyone can be affected, regardless of gender, age, ethnicity, socio-economic status, sexuality or background. Stonewater's dedicated and experienced team are on hand to listen, understand and provide support.

Home is supposed to be a safe place for everyone. But for those affected by domestic abuse, it can be a place of danger and fear. At Stonewater, we believe everyone should have a safe place that they can still call home. A sanctuary. A place to breathe, to think. A place where they are supported and can make the best decisions to help them move forward.

Alongside domestic abuse support services for our customers, we can provide a range of short-term housing, accommodation and support for anyone experiencing domestic abuse.

We have specialist provision through our Safe Spaces and Asian Women's Refuges currently available for members of the LGBTQ+ and Asian communities. Stonewater also runs a specialist Refuge for women and children with complex, multiple needs.

Our Safe Spaces are available to everyone. People living with domestic abuse do not need an existing local connection to access Stonewater's Safe Spaces or Refuges, and do not need to be a Stonewater customer already.

In addition to these provisions Stonewater can:

- Provide a safe space, away from domestic abuse
- Support with safety planning
- Refer to other specialist services which can minimise the risk to survivors and their families
- Ensure access to independent professional translators as needed
- Provide resettlement support as well as practical advice with housing options
- Signpost to partner agencies who can give advice on legal matters, immigration and financial matters
- Refer to counsellors and therapeutic whole family support
- Access perpetrator management programmes

A SAFE PLACE AWAY FROM JUDGEMENT

“Referring to Stonewater was easy and the person I was supporting could move in on the same day.”

Referrer



ADDITIONAL STONEWATER SUPPORT

In addition to providing a sanctuary, Stonewater offers a range of services for people experiencing domestic abuse. From housing and property requirements to support provided through our multi-agency partnerships with housing providers, counsellors, and legal and financial aid service providers. Working together with these agencies, Stonewater can provide a co-ordinated community response to help those in need.

Stonewater also offers DAS+ (Domestic Abuse Services+), a fixed-term programme of support for people experiencing domestic abuse in Southampton who have additional needs, such as mental health issues or substance abuse.

Our dedicated team

Stonewater is here to help. Our specialist domestic abuse team includes coaches and case workers, each of whom is specifically trained. They all understand the importance of listening to the person experiencing abuse to understand their wishes, support them with options and to minimise risks. The team at Stonewater takes a person-centred approach and works with everyone on an individual basis, ensuring safety, confidentiality and sensitivity.

What you can do

People experiencing domestic abuse aren't always aware of the support available to them. As a provider of professional support and services, you can refer someone to Stonewater if they are affected by any of the below and want to access one of our dedicated Safe Spaces:

- **Domestic abuse**
- **Hate crime**
- **Discrimination**
- **Family breakdown**

To refer to us, contact our specialist team on **01793 602170** or email **extendeddomesticabuseservice@stonewater.org**

A SAFE PLACE AWAY FROM FEAR

“You are all angels! You all supported me when no one else was there for me. I have seen a caring mother, a loving sister and a protective friend in all of you. I will remember you in my prayers forever.”

Sue, Survivor

“I want to say thank you for every little help, supporting me and giving me a reason for living.”

Aarti, Survivor



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Stonewater Limited, Charitable Registered Societies No. 20558R.
Registered office: Suite C, Lancaster House, Grange Business Park,
Enderby Road, Whetstone, Leicester, LE8 6EP.