

**Domestic Violence can happen to 1 in 3 women at some point in their lives regardless of age, class, disability, race or sexuality. You may feel humiliated, frightened, ashamed, alone and confused - but you are not to blame. You have the right to live your life free from fear and violence**

## About Us

We believe in empowering women to understand their choices. We support women and their children who have experienced domestic abuse in the past or are experiencing it now.

You are experiencing domestic abuse if someone close to you is controlling or repeatedly hurting you. People from any ethnic background or personal circumstances could experience this or be the perpetrator. We can help with:

- ✓ Safety planning
- ✓ Finding the right place to live
- ✓ Housing issues such as repairs, rights and responsibilities
- ✓ Accessing the right benefits
- ✓ Budgeting and dealing with debt
- ✓ Accessing healthcare
- ✓ Finding out about community organisations
- ✓ Advice and advocacy
- ✓ Finding education and employment
- ✓ Accessing cultural and religious organisations
- ✓ Listening to you

**This leaflet is available in other languages and large print format. Please contact us at the address below for details.**



NOTTINGHAM COMMUNITY HOUSING ASSOCIATION



**SHINE Service**  
**Nottingham Community**  
**Housing Association**  
**Third Floor**  
**Milton Chambers**  
**19 Milton Street**  
**Nottingham NG1 3EN**

Phone: 0115 822 0833

Fax: 0808 280 0549

E-mail: shine@betterlives.co.uk

24hr helpline run by Women's Aid Advice Centre: 0808 800 0340



**Does he make you feel this big?**

We aim to reduce the risks of domestic abuse and homelessness by supporting women to live independently and be safe.



Nottingham Community Housing Association Limited is a charity incorporated as an Industrial and Provident Society Registered Number 20614R. Ref: HWCS.11.07

Cover image courtesy of NDVF.

## Who Can Apply

Women living in Nottingham City who are or were at risk from domestic violence, and have housing-related needs can apply to our service.

We prioritise applications based upon the risks to you, especially the risk of you becoming homeless.

We try to keep waiting lists short to enable more women to benefit from our services.

## How To Apply

You can apply for the service yourself or you can be referred by a professional who works with you by calling the team on 0115 822 0833. A support worker will then contact you to tell you about our service and find out what you need.

If we are not the right service for you, we will provide information about other organisations who may be able to help.

If you are unhappy with this decision or any other decision that we make, you can appeal by contacting us.

### SHINE Service

**Nottingham Community Housing Association**

**Third Floor**

**Milton Chambers**

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**Nottingham NG1 3EN**

Tel: 0115 822 0833

Fax: 0808 280 0549

E-mail: [shine@betterlives.co.uk](mailto:shine@betterlives.co.uk)

## Supporting You

We provide a resettlement service and a tenancy sustainment service. We normally support women for around six months.

All support workers complete NCHA's comprehensive training and are experienced in tenancy support.

Your support worker will agree a regular day and time to visit you, either at your home or a place you agree together.

They will work with you to identify what support you need and write a support plan with you of how you will achieve your goals.

They will regularly update your plan with you as your needs change. You can ask for changes to be made to your plan at any time.

If you have needs that we cannot meet, we will try to find another suitable service to support you as well. This could be counselling, welfare rights, job advisers etc.

Our staff will keep information about you confidential unless someone is in serious danger.

We will help you to look at your home to make sure that it is safe and we can help you to report repairs if needed.



## The SMaRT Service

If you need advice or support out of hours you can call trained NCHA staff at the SMaRT service on 0845 650 5599 or text on 07950 150 092.

Their lines are open 24 hours a day, 365 days a year.

## Compliments, Suggestions & Complaints

We welcome your feedback about our services and will use this to make improvements.

We would like you to tell us about anything you are unhappy with as soon as possible so that we can deal with it quickly. This could include a decision which we make which you disagree with.

We will follow the NCHA complaints procedure and give you a copy of this.

## Equality & Diversity

NCHA is committed to promoting equality and eliminating unfair discrimination from all aspects of its work. We want our services and resources to be accessible regardless of gender, age, race/ethnic origin, religious belief, impairment, marital status, sexual orientation or other individual characteristics which may unfairly affect a person's opportunities in life.