

# OUR CONTACT DETAILS

Women's Work (Derbyshire) Ltd  
The Villa  
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## Welcome to Women's Work For Service Users

Registered Charity No: 1135740  
Limited company by guarantee: 7171357



# Welcome to Women's Work

Women's Work (Derbyshire) Ltd is an award winning charity, offering a free confidential, holistic support service for women.

Our organisation has a committed team of staff and volunteers, who are available to offer you help and support around a number of issues.



## Confidentiality

No information relating to you or your contact with the agency will be given to anyone outside of the organisation, without your consent. Please be aware that there are a few exceptional circumstances, where we would need to disclose information to an outside agency, without your consent.



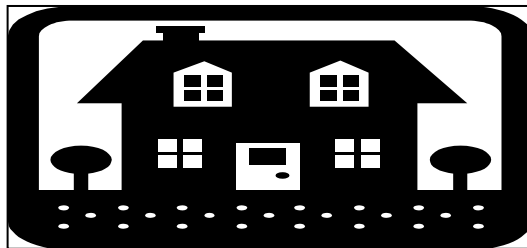
### These are:

- If it is believed that there are child protection concerns (you will be given a copy of our Child Protection Policy at your assessment)
- If you have threatened to cause harm or injury to yourself or a third party.
- If you become ill or lose consciousness on the premises. It may be necessary to provide basic information about you to the emergency services.
- If you are using threatening behaviour and refusing to leave the premises. It may be necessary to request assistance from the police
- If we are instructed by a court of Law to provide information.

# House Rules

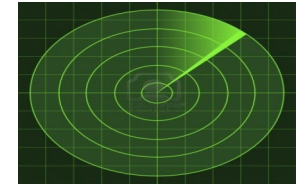
- **PLEASE REMAIN** in the reception area until your appointment.
- **DO NOT** wander about the building unaccompanied.
- **DO NOT** Enter parts of the building where there is a “STAFF ONLY” sign in view.
- **DO NOT** Attend under the influence of Drugs or Alcohol as we operate a **ZERO TOLERANCE POLICY**
- **DRUGS & ALCOHOL** Are not to be consumed on or around the surrounding premises.
- Women’s Work (Derbyshire) Ltd operates **ZERO TOLERANCE POLICY** No threatening or abusive behaviour towards Staff or other Service Users.
- **DO NOT** Enter the building with items that may be used to harm others.
- **SMOKING** Is only allowed in the designated Smoking Areas.
- **MALE FRIENDS/FRIENDS** Are not permitted on the premises or to wait outside around the doorways.

**\*\* IF YOU BREAK ANY OF THESE RULES YOU MAY LOSE THE PRIVILEGE OF THE SERVICE \*\***



# Our Projects

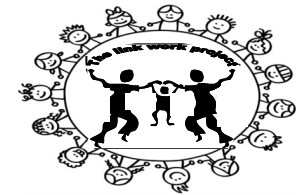
## Below the Radar



## The Link Work Project



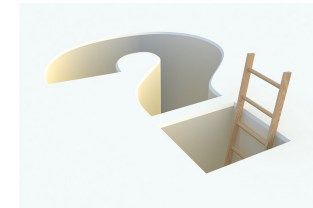
## The Little Links Project



## The TurnAround Project



## Counselling Service



Please ask for further details

# How We Help You

- One-to-One Sessions.
- Counselling.
- Accredited Parenting Classes.
- Education Classes
- Accompanied Appointments.
- Drop-In Sessions.
- Outreach Sessions.
- Structured Workshops.
- Direct Access to Drug Treatment & Information
- Health Support & Advice.
- Trips / Outings.
- Mediation & Advocacy.
- Housing Advice & Support.
- Signposting
- Pregnancy Testing
- Drug and Alcohol Treatment Advice and Support
- Coffee Mornings
- Freedom Programme
- Domestic Violence Advice
- Internet Access
- Benefits Advice
- Legal Advice
- Food parcels (depending on availability)
- Crèche Facilities
- Internet Access
- Hairdresser ( last Wednesday in the month)
- Clothing Provision
- Telephone Access



# Opening Times

Our office is open every day from  
9.00am– 5.00pm.

We have sessions running everyday, just ask one  
of our team for an activity timetable

**A warm welcome awaits each and every one of  
you!**



# Our Code of Conduct

***RESPECT***

**EACH OTHER**

**YOURSELF**

**THE STAFF**

**THE PROJECT**

**THE BUILDING**

**THE RESOURCES**

Any Person who behaves in an abusive or aggressive manner, towards a member of staff or another service user, will be asked to leave the premises

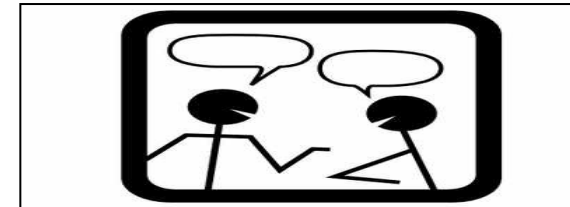
## **Complaints Procedure**

Women's Work aims to provide the best possible service to everyone who visits us. If, however, things go wrong, we would like you to tell us about anything you are unhappy with.

You can make an anonymous complaint by completing a complaints form (just ask a member of the team for a form) and you will find our complaints procedure displayed in reception.

# One-to-One Support Sessions

Meeting regularly with your allocated Project Worker, putting together and working through your individual action plan that will help you to make positive life changes.



## Counselling Service

Counselling can be an effective way to work with a trained therapist to address unresolved issues, from the past, present and fears for the future.

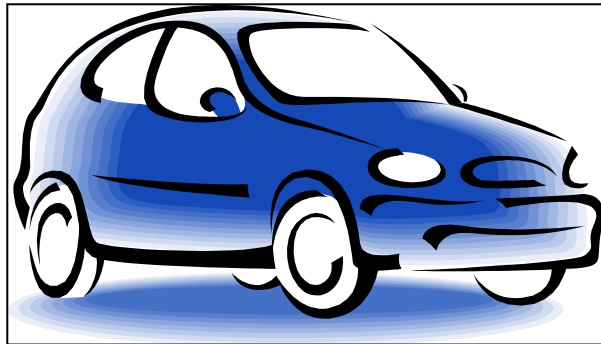
Emphasis is placed upon choice and taking responsibility for yourself, which can increase awareness, healing and help you to reach your full potential.



# Street Outreach Sessions

The outreach service provides support and advice to those women involved in street sex work.

Keep an eye out for us every Monday and Wednesday evening, 10pm until midnight.



## ‘Dodgy Punters’

If you have had a bad experience with someone on the streets, let a member of the Women’s Work outreach team know and we will circulate the information to other women to help keep you all safe.



# Workshop and Activities

We run a range of activities and workshops all week . Please see below an example of our Activities Timetable.

|        | Morning   | Morning                                    | Afternoon                                | Afternoon                                  | Afternoon   |
|--------|---|--|--|--|---|
| Mon    | 10.30am - 2.00pm<br>SFSC<br>Parenting Programme |  | 2.30pm– 4.30pm<br>Drop in Session        |  |   |
| Tues   | 9.30am– 11.30 am<br>Coffee Morning              | 10.00am – 12.00pm<br>Maths Basic with DALs | 12.00pm– 2.15pm<br>Freedom Programme     | 2.30pm– 3.15pm<br>Solicitors Advice Clinic | 2.30pm– 4.00pm<br>Pathways Workshop                       |
| Wed    | 9.45am– 12.00pm<br>Confidence Course with WEA   |  |  | 4.00pm– 5.00pm<br>Little Links Programme   | 4.00pm– 6.00pm<br>Hair-dresser ( Last Wed in every month) |
| Thurs  | 10.00– 12.00pm<br>IT Course with DALs           |  |  | 2.00pm– 4.00pm<br>Life Skills Workshops    | 4.00pm– 6.00pm<br>Drop In with Phoenix Futures            |
| Friday |   |  | 1.00pm– 3.00pm<br>Craft Creative Session |  |   |