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**SERVICES HANDBOOK**

**For Women**

**Staffordshire**

**Stoke on Trent Hub**

The Dudson Centre

Hope Street

Hanley

ST1 5DD

**Stafford Hub**

Shire Hall Business Centre

Market Square

Stafford

ST16 2LD

**Who we are/What we do**

**Changing Lives** provide support to women with experience of the criminal justice system in Staffordshire and Stoke on Trent. We provide services in a female only environment which supports women to raise their self-esteem and aspirations.

In this leaflet, you will find more information about how we work with your Probation Practitioners.

We offer a combination of group sessions, one to one and telephone support, all tailored to meet your individual need.

Our main aim is to assist you to establish a healthy, positive lifestyle by building on your own strengths to achieve your goals.

We can also support you with your Accommodation needs, with Budgeting, Education, Training and Employment. We work closely with other agencies who offer support with drugs and alcohol and much more.

**Expectations**

**What you can expect?**

You will be treated with respect, empathy, dignity and will not be discriminated against or disadvantaged because of any characteristics.

You will be offered a friendly, supportive, and flexible approach in meeting your needs.

Our staff are required to share information with your Probation Practitioner in relation to your progress, attendance, and outcomes.

Sharing information with other agencies or third parties will only happen with your written consent unless we are concerned about your wellbeing or there is a potential risk to others. In this case staff will follow the Data Protection and Confidentiality Policies.

**What we ask from you**

Please attend the sessions on time.

Please let us know the day before if you are unable to attend your appointment and the reason why.

Please let us know if you are experiencing any problems in completing any of the workshops because we will be able to help.

Please do not attend sessions or groups under the influence of drugs or alcohol. Other people may be working hard to stay free from alcohol and drugs and we will have to ask you to leave.

Please do not behave in such a way to cause any offence to others.

Please provide us with up-to-date contact details.

**What you really need to know**

It is important that you are aware that appointments made with us are compulsory:

Your Probation Practitioner will be advised on the day of any non-attendance. They may then write to you to find out why you have not attended. This is called the enforcement process.

Although we will confirm any contact you have had with us, it is important that you know the decision about enforcement is made by your Probation Practitioner. If you do miss an appointment for whatever reason, we encourage you to contact us and come in as soon as possible, so that we can let your Probation Practitioner know you have been in touch.

**Comments and Complaints**

We have a comments and complaints leaflet which can be found in our centres or please ask your worker who will get one for you. We welcome and value your comments, complaints, praise and/or ideas, which will help us to improve our service, or simply let us know when we are getting it right or wrong. You can complete this without saying who you are but if you do want a reply, please let us have your name and contact details. If you do require a response, then you can expect an answer within 28 days.

If you have any questions or queries about your journey with us, please do not hesitate to contact us on the telephone numbers provided.

**Contact Details – Changing Lives**

**Office 01782 683050**

**Service Manager**

Linda Cregg

M: 07706 363850

**Team Co-ordinator**

Nicola Dodd

M: 07706 321236

**Specialist Women’s Criminal Justice Practitioners**

Rachel Lakin

M: 07706 349602

Teresa Lowndes

M: 07706 349600

Laurie Leese-Braganca

M: 07842 310383

Gemma McMullen-Jones

M: 07503 415985

Amy Sargeant:

M: 07706 349604

Please be aware text messages do not always get through to us, so if you have no response from a text please call the numbers above or contact your probation officer directly.

