

Ross House

Ross House is our purpose built women and children's refuge.

Vacancies

Updated information regarding our current vacancies can be found by accessing 'Refuge On-Line' or calling the National Domestic Violence Helpline on 0808 2000 247 and asking them to do that for you, this is updated daily. Alternatively you can call the First Step Centre on 0151 548 3333 and make enquiries.

Referral information

When taking the initial referral information from you we will not be able to guarantee that accommodation will be given even if a room is vacant. A full referral must be taken from the woman herself over the phone, which should take approximately 45 minutes. Once this process is complete the team will discuss the support needs of the woman or family and establish whether or not we can provide the correct support package at that time. Each referral is considered individually but we do consider those already living in refuge and will assess the impact of bringing in a new woman/family. For example we will usually only support one woman at a time who is reliant on tier four drug treatment services, i.e. those currently on a methadone or subutex programme.

As Ross House has a zero tolerance approach to the use of drugs or alcohol on the premises we do not accept referrals for women who are still leading chaotic lifestyles as we feel we would be setting them up to fail. We do welcome women who are in recovery and already have a full package of care which will follow them to the local area.

Referrals may not be accepted where the woman, or perpetrator, is from or has close connections to the local area as this may also be considered a safety concern.

If a referral is accepted and accommodation offered, arrangements will need to be made for an immediate move. If this is not possible, for safety or other reasons, we can arrange an anticipated move in for the following day but rooms will not be held for any longer than 24 hours. We do not operate a waiting list.

Should we be unable to offer accommodation due to being full or any other reason, we will offer the referrer phone numbers for alternative refuges in the Merseyside area.

Partnership working

Once a woman or family is living in Ross House we will work collaboratively with all partner agencies involved but will not take on any statutory responsibilities for example monitoring movements outside of refuge.

Support staff are welcome to use the refuge facilities to convene core group or other meetings and are able to meet with women outside of office hours if required. As crèche sessions only operate at certain times availability of childcare should be checked in advance if required.