

## **Independent Domestic Violence Advisors**

West Mercia Women's Aid provide specialist Independent Domestic Violence Advisors (IDVAs) to offer a pivotal service to victims and their children who have been assessed at high risk of serious harm from a perpetrator or perpetrators of domestic abuse.

IDVAs work closely with a range of agencies including the police, children and adult services and legal services in order that together, we can better assess, monitor and manage the risks to victims and children at very high risk.

As part of our wider support teams, our IDVAs provide crisis intervention, emotional and practical support, safety planning, support through the criminal and civil justice systems and close liaison with other involved agencies.

This service forms an integral part of, and complements, the existing domestic abuse services provided by West Mercia Women's Aid for over 25 years, including a 24hr domestic violence helpline, refuges, outreach and floating support services and group programmes.

## **Multi-Agency Risk Assessment Conference (MARAC)**

Our IDVAs are based in North and South Worcestershire and Herefordshire. Both counties have developed MARAC meetings, which provide a multi-agency arena in which high risks are assessed and managed in order to maintain the safety of the victim(s). Our IDVAs play a crucial role in supporting

people referred to MARAC in order to ensure their needs are met.

Together with our refuge and floating support services, the IDVAs can support women and children in a number of ways:

- To help victims decide if they wish to report to the police and provide information about legal and civil remedies available to them
- Support victims through the criminal and civil justice systems.
- Support victims and their children through the MARAC process
- Offer practical and emotional support, including crisis intervention and safety planning
- Act as a central point for other involved agencies
- Refer to other services provided by West Mercia Women's Aid or other specialist providers in order to assist victims to understand and come to terms with their experiences and move towards a safe future

## **Referring to IDVA**

All referrals to West Mercia Women's Aid, including the IDVA service, are made through our 24hr helpline. We accept referrals from the police, any other statutory or voluntary organisation and self referrals.

## **West Mercia Women's Aid 24hr Domestic Violence Helpline**

**Herefordshire, Shropshire,  
Telford & Wrekin and Worcestershire**

Our Domestic Violence Helpline operates across West Mercia and offers confidential support, information, advice and access to refuge or emergency accommodation, providing emergency transport when necessary. It is a free-phone number and is staffed 24 hours a day by trained workers.

### **Worcestershire**

# **0800 980 3331**

*24 hour support*

*Punjabi / Urdu / Polish / Spanish speaking workers  
available by arrangement*

*Male victim service (by Stonham) by arrangement*

### **Herefordshire, Shropshire, Telford & Wrekin**

# **0800 783 1359**

*24 hour support*

*Punjabi / Urdu / Polish / Spanish speaking workers  
available by arrangement*

## About West Mercia Women's Aid

We are a specialist service provider, staffed and managed by women, and working primarily with women and children affected by domestic abuse. We support male victims within our IDVA services and signpost males approaching our helpline and wider support services to appropriate organisations.

We challenge gender bullying, the erosion of women's rights and social tolerance of oppression of women and girls, regardless of their religion or culture.

Our services operate across Herefordshire, Worcestershire, Shropshire and Telford & Wrekin, offering 24hr helpline, refuge or other safe accommodation, outreach, floating support, and group programmes. We provide emotional and practical support to empower women and children to take control of their own lives and come to terms with their experiences, from initial assessment of need and risk, through to long-term recovery.

We support women from all backgrounds and with a variety of issues, such as mental health problems, learning difficulty, substance use, self-harm, disability and no recourse to public funds – as long as we can safely meet their needs. In addition, we provide specialist services to women from the BMER communities including a dedicated Asian women's service and a Polish women's service.

West Mercia Women's Aid is committed to a co-ordinated multi-agency response to the problem of domestic and sexual violence and abuse. We seek to work together with other professionals within local, regional and national partnerships to improve service provision. We also offer specialist training for other professionals and organisations.

## Other Useful Numbers

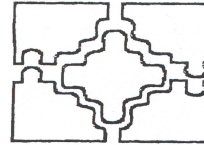
**National Domestic Violence Helpline:**  
0808 2000 247

**Welsh Domestic Violence Helpline**  
0808 8010 800

**Victim Supportline**  
(Local support for male or female victims)  
0845 30 30 900

### Ethnic Access Link

(For people who need help communicating in English)  
01905 251121



ETHNIC ACCESS

### MALE (Men's Advice Line & Enquiries)

(Advice and support for men in abusive relationships)  
**0808 801 0327**

### Respect

(For male perpetrators seeking to address their abusive behaviour)  
0845 122 8609

### Herefordshire Service & Head Office:

**P O Box 74, Hereford HR4 9WB**

☎ 01432 356146 (general enquiries)

Fax: 01432 273666

Email: [info@westmerciawomensaid.org](mailto:info@westmerciawomensaid.org)

### Worcestershire Service:

**P O Box 660, Worcester WR4 9UU**

☎ 01905 616411 (general enquiries)

Fax: 01905 734907

Email: [worc@westmerciawomensaid.org](mailto:worc@westmerciawomensaid.org)

### Shropshire Service:

**P O Box 4729, Shrewsbury SY1 9FH**

☎ 01743 365032

Email: [shropshire@westmerciawomensaid.org](mailto:shropshire@westmerciawomensaid.org)



# Independent Domestic Violence Advisors (IDVA)

Supporting victims of domestic abuse assessed at high risk through the criminal and civil justice system and the MARAC process (*Multi-Agency Risk Assessment Conference*)

*This leaflet can be translated as required into other formats such as Braille, audio and alternative languages. Please call the contact numbers on the back of this leaflet*