

## Domestic Violence & Abuse

Physical, sexual, psychological or financial violence that takes place within an intimate or family-type relationship, and that forms a pattern of coercive and controlling behaviour. Abusers can be male or female, but the majority of perpetrators are men.

It can happen to any woman, regardless of her marital status, age, religion, ethnicity, disability or sexuality. Her abuser may be her current or former male partner, her parent, child, sibling, extended-family member or same-sex partner.

Some men also experience domestic abuse from both female and male partners.

## Sexual Violence & Abuse

We support women in controlling and abusive relationships who experience sexual violence, including rape, sexual assault, coercion or exploitation.

## Women in the sex industry

We support women who are involved with or exiting prostitution or who have been trafficked into the sex industry. Such women may experience abuse, rape and physical violence on a daily basis, compounded by social isolation.

## Women at risk of forced marriage or so-called "honour crime"

We support women to make their own choices and stay safe when those choices conflict with the views of others. We can access specialist workers to support women from black, minority ethnic and refugee groups (BMER).

## Female Genital Mutilation (FGM)

We support women and girl children at risk of FGM, a practice that is illegal in Britain. FGM comprises all procedures involving partial or total removal of the external female genitalia for

cultural or religious reasons and can lead to appalling injury, infection and death.

## 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. It is a free-phone number (from landlines) and is staffed 24 hours a day by trained workers.**

**All our services can be accessed via the helpline numbers and we accept self referrals & referrals from agencies.**

Worcestershire

**0800 980 3331**

*24 hour support*

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

Herefordshire, Shropshire, Telford &  
Wrekin

**0800 783 1359**

*24 hour support*

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

## Independent Domestic Violence Advisors

Our Independent Domestic Violence Advisors (IDVAs) offer a crucial service to victims who have been assessed at high risk. They work closely with a range of agencies including the police, social and legal services in order to assess, monitor and manage the risks to victims and children. One of the key roles of the IDVAs is to support victims referred to local multi-agency risk assessment conferences (MARACs) in order to ensure their needs are met.

## Refuge Services

Our refuges are located at confidential addresses in Hereford, Worcester and Wyre Forest, providing safe, temporary accommodation with on-site support. Women can live in our refuges with or without children, regardless of age, culture, disability or sexuality, as long as we are able to meet their needs. Children are offered support and structured activities. Some women stay for a night or two while they think about their options; others live in the refuge for the full length of their licence (6 months). Families can access our refuges 24hrs via our helpline.

## Floating Support Services

Floating Support is available to women living in their own homes or in temporary accommodation in Herefordshire, Worcestershire and Shropshire. We support women at all stages of an abusive relationship, whether or not they are still living with the perpetrator.

## Group Programmes

Our group programmes aim to raise awareness of domestic abuse and build confidence and self esteem. We believe this work is integral to our services and helps to change lives.

## About West Mercia Women's Aid

We are a specialist service provider working primarily with women and children affected by domestic abuse, utilising the knowledge and experience gained from over 25 years of campaigning and service delivery. We also support male victims within our IDVA services and signpost other male victims to appropriate organisations.

Our services operate across Herefordshire, Worcestershire, Shropshire and Telford & Wrekin, offering 24hr helpline, refuge or other safe accommodation, outreach, floating support, IDVA services and group programmes.

Our support work revolves around clients' experiences of domestic abuse and is focused on delivering positive outcomes. We offer help to those at risk from or experiencing, domestic abuse, enabling them to embark safely on the journey to long-term recovery and independence.

We support women from all backgrounds and with a variety of additional issues, such as mental health problems, learning difficulty, substance use, self-harm, disability and no recourse to public funds – as long as we can adequately and safely meet their needs.

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 promote the protection of women and children and improve service provision and delivery.

## Other Useful Numbers

**Broken Rainbow** 0300 999 5428

For LGBT people experiencing domestic violence

**Chinese Information & Advice Centre**

08453 131 868 ext 211 (Women's Project)

(offers English, Cantonese & Mandarin)

**East European Advice Centre** 020 8741 1288

(Offers English, Polish and Russian)

**Ethnic Access Link** 01905 251121

(For people who need help communicating in English)

**Men's Advice Line** 0808 801 0327

Advice and support for men in abusive relationships

**Forced Marriage Unit** 020 7008 0151

**National Domestic Violence Helpline**

0808 2000 247

**Respect** 0845 122 8609

(For perpetrators seeking to address their behaviour)

**Rights of Women free Legal Advice Line**

020 7251 6577 or 020 7490 2562 (textphone)

**Southall Black Sisters** 020 8571 9595

Advice for Asian, African and African-Caribbean women

**Victim Supportline** 0845 30 30 900

(Local support for male or female victims)

**Welsh Domestic Violence Helpline**

0808 8010 800

### Herefordshire Services & Head Office:

P O Box 74, Hereford HR4 9WB

☎ 01432 356146 (general enquiries)

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

### Worcestershire Services:

P O Box 660, Worcester WR4 9WB

☎ 01905 616411 (general enquiries)

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

### Shropshire Services:

P O Box 4729, Shrewsbury SY1 9FH

☎ 01743 365032

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



Domestic  
Abuse  
Support  
Services

In Herefordshire, Worcestershire & Shropshire

Domestic abuse, physical and sexual violence, exploitation, financial abuse, forced marriage, honour-based crime, female genital mutilation....