

## Independent Domestic Violence Advisors

IDVAs offer a pivotal service to victims (female and male) and their children who have been assessed as being at high risk of serious harm from a perpetrator or perpetrators of domestic violence and abuse.

They work closely with a range of agencies including the police, children and adult services, health and legal services. Together, these agencies assess, monitor and strive to manage the risks to victims and their children.

From the point of referral, IDVAs maintain close contact with their clients, providing, emotional and practical support, safety planning, support through the criminal and civil justice systems and close liaison with other involved agencies, until the risks have reduced.

WMWA IDVAs work within the range of comprehensive domestic abuse services offered by West Mercia Women's Aid for over 25 years, including a 24hr domestic violence helpline, refuges, community support and group recovery and empowerment programmes.

## Multi-Agency Risk Assessment Conference (MARAC)

Our IDVAs service the MARACs in North and South Worcestershire, Herefordshire and Shropshire. MARAC meetings provide a multi-agency arena in which high risks are assessed and action plans developed 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 community support services, the IDVAs assist victims and their children in a number of ways:

- Helping victims to decide if they wish to report to the police and providing information about legal and civil remedies available to them
- Supporting victims through the criminal and civil justice systems
- Supporting victims and their children through the MARAC process
- Offering practical and emotional support, including crisis intervention and safety planning
- Acting as a central point for other involved agencies
- Referring 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 safer future

## Referring to IDVA

Referrals to the IDVA service can be made either through our 24hr helpline or by secure email. We accept self referrals and referrals from the police and other statutory or voluntary organisations.

## 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.

### Worcestershire

**0800 980 3331**

*24 hour support*

*Punjabi / Urdu / Polish / Spanish speaking workers  
available 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 men requiring refuge or community support services to appropriate organisations.

We challenge all forms of violence and oppression against women and girls, including domestic and sexual violence, forced marriage, female genital mutilation, and sexual exploitation.

Our services operate across Herefordshire, Worcestershire, Shropshire and Telford & Wrekin, offering 24hr helpline, refuge, community support, and group recovery and empowerment 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. We have access to interpreters and can provide an effective service to women whose first language is not English.

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 increase public awareness and improve service provision. We also offer specialist training for other professionals and organisations.

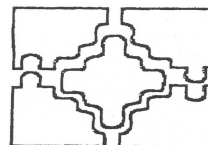
## Useful Numbers

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

**Worcestershire Service:**  
**P O Box 660, Worcester WR4 9UU**  
☎ 01905 616411 (General Enquiries)  
Email: [info@westmerciawomensaid.org](mailto:info@westmerciawomensaid.org)

**Shropshire Service:**  
☎ 01743 342173 (General Enquiries)  
Email: [info@westmerciawomensaid.org](mailto:info@westmerciawomensaid.org)



# Independent Domestic Violence Advisors (IDVA)

Supporting high risk victims of domestic violence and abuse

*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*

**Registered Charity No 1078496**