

## Domestic Violence & Abuse

Is 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.

Men also experience domestic abuse from both female and male partners. Whilst we do not work directly with male victims, we do signpost to organisations that can offer help and support.

## Sexual Violence & Abuse

Women in controlling and abusive relationships may experience sexual violence, including rape, sexual assault, coercion or exploitation. We also 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 provide 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, 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 speaking workers Tues 10am–4pm*

*Hindi / Gujarati / Polish / Spanish speaking workers*

*available by appointment*

*Text service on 01562 864154 10am-4pm Mon-Fri*

*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*

**All our services can be accessed via the helpline numbers above. We accept self referrals & referrals from other agencies.**

## 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 activities and support. Some women stay for a night or two while they think about their options; others live in the refuge until they are re-housed. The typical length of stay is 6 months. Families can access our refuges 24hrs via our helpline.

## Floating Support Services

Outreach and 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. Appointments are confidential and offered at safe venues and can be made by calling our helpline during office hours. After an initial appointment women may wish to apply for a Floating Support Worker to meet with them regularly.

## Group Work & Social Inclusion

We offer a comprehensive programme of workshops, group work and social inclusion (such as the Freedom Programme). We believe this work is integral to our services and helps change lives. All women accessing group work will receive an initial appointment and a support plan.

## Support through the court process

Support through the legal, civil and court processes is essential for women experiencing domestic violence and abuse. We aim to work with other agencies to ensure women receive appropriate legal advice and support. In some areas we employ and manage Independent Domestic Violence Advisors (IDVA's) who are closely involved in the court processes.

## About West Mercia Women's Aid

We are a specialist service provider, staffed and managed by women, and working exclusively with women and children affected by domestic violence, utilising the knowledge and experience gained from over 25 years of service delivery and campaigning.

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 an Asian women's service, an Eastern European women's service and support via SMS text and/or BSL (British Sign Language).

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 and promote the protection of women and children. We also offer specialist training for other professionals and organisations.

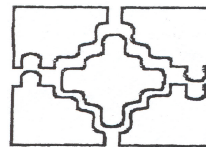
## Other Useful Numbers

**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

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

**Type Talk**  
1800 18457 023 468

**Herefordshire Service & Head Office:**  
P O Box 74, Hereford HR4 9WB  
☎ 01432 356146 (general enquiries)  
Fax: 01432 273666  
Email: [hereford@westmerciawomensaid.org](mailto:hereford@westmerciawomensaid.org)

**Worcester Service:**  
P O Box 660, Worcester WR4 9WB  
☎ 01905 616411 (general enquiries)  
Fax: 01905 734907  
Email: [worcester@westmerciawomensaid.org](mailto:worcester@westmerciawomensaid.org)

**Wyre Forest Service:**  
P O Box 152, Kidderminster DY11 7YY  
☎ 01562 864864 (general enquiries)  
Fax: 01562 864106  
Email: [kidderminster@westmerciawomensaid.org](mailto:kidderminster@westmerciawomensaid.org)

**Shropshire Service:**  
P O Box 4729, Shrewsbury SY1 9FH  
☎ 01743 365032 (general enquiries)  
Fax: 01743 365032  
Email: [shropshire@westmerciawomensaid.org](mailto:shropshire@westmerciawomensaid.org)



**Supporting and empowering women and children affected by domestic abuse or other forms of violence**

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

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

**Registered Charity No 1078496**