

## HOW CAN I ACCESS BWA'S OUTREACH SERVICES?

You can refer yourself for support by calling the BWA Helpline on:

**0808 801 0882**

This number is free to call from UK mobiles and landlines and does not show up on itemised bills. When you contact the Helpline, one of the team will take your information and complete a risk assessment with you. They will also be able to provide safety planning advice and direct you to other services if you need them.

A professional such as a social worker, police officer, housing officer or your GP can also refer you. Professionals who would like to make a referral can find a copy of our referral form on our website:

[www.berkshirewomensaid.org.uk](http://www.berkshirewomensaid.org.uk)

## WHAT HAPPENS ONCE I HAVE BEEN REFERRED?

Once we have received your referral, our Domestic Abuse Triage Worker will try to make contact with you within 24 hours. We may call from a private number and may not always leave messages. If you think you have missed a call from us, please call us on our Helpline:

**0808 801 0882**

Our Domestic Abuse Triage Worker will talk to you about Outreach support and check this is



the right choice for you. They will help you to look at other options if you think something else might be better suited to your situation.

A BWA manager will then review your referral and allocate an Outreach worker to support you. We prioritise anyone who is identified as high risk. If we do not think Outreach is the right service for you, someone will contact you to discuss other support that will be available.

Your Outreach worker will then get in touch to arrange a first meeting with you.

## DO YOU HAVE TO SHARE MY INFORMATION?

Information that you share with us will be confidential within BWA unless there are exceptional circumstances. We aim to get your consent to share information unless it is considered that doing so will increase someone's risk.

Although we aim to get your consent to share your information, in exceptional circumstances we may have to override your consent for example, if we believe you or someone else may be at risk of significant harm.

against domestic abuse  
**bwa**

**SUPPORT • ADVOCACY • REFUGE**

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**bwa**

**OUTREACH SUPPORT**

## WHO ARE BWA?

BWA are a specialist provider of domestic abuse prevention and intervention services. Our mission is to provide domestic abuse support and advocacy services to everyone who comes to us experiencing domestic abuse.

**We aim to listen, support and empower people to act for themselves and believe everyone should be able to live free from fear and domestic abuse in their own lives.**

## WHAT IS OUTREACH SUPPORT?

Our trained Outreach workers or Independent Domestic Violence Advocates (IDVAs) provide domestic abuse support and advocacy in the community. This support is focused on your needs and we will work with you to devise a personal safety and support plan based on a full assessment of risks.

Outreach support can provide general information about a range of areas linked to your safety and wellbeing. Whilst



BWA may not provide these services directly, we will make sure you know your options.

We can refer you to services for support in relation to:

- Housing, refuge and home security
- Information around finance, benefits and debt
- Obtaining legal orders such as a non-molestation order, occupation order, or child arrangement order
- Help in reporting incidents to the police or supporting you at court
- Referring your case to the Multiagency Risk Assessment Conference (MARAC)
- Signposting to services that can help with immigration needs
- Safety planning around child contact and support at meetings relating to child protection
- Services to support emotional wellbeing, such as counselling or group work
- Services to support physical wellbeing, such as medical treatment or drug and alcohol services



## HOW LONG CAN I ACCESS OUTREACH AND IDVA SERVICES?

Outreach support offers a combination of practical support and emotional support. How long you access Outreach support depends on when your practical support needs have been met. Once your Outreach worker has helped with practical support, we will discuss how you can access ongoing emotional support through BWA group work or other external services, such as counselling.

## WHO CAN ACCESS OUTREACH AND IDVA SERVICES?

BWA offers Outreach support to anyone based on their current risk, regardless of ethnicity, religion, disability, sexuality, sex, immigration status or funding.

We can offer Outreach services to anyone who meets the following criteria:

**You are currently living in Reading or Bracknell**

BWA are contracted by the Local Authority to provide Outreach services in Reading and Bracknell. If you do not live in these areas, we can help you identify your local service.



**You are at current risk as a consequence of domestic abuse**

Domestic abuse is defined as any single incident, course of conduct or pattern of abusive behaviour between individuals aged 16 or over who are personally connected to each other as a result of being, or having been, intimate partners or family members, regardless of gender or sexuality.

If you are not at current risk but would like support for past experiences of domestic abuse, BWA may be able to support you through one of our group work programmes or signpost you to an appropriate service.

**You consent to the referral being made to our service**

BWA are only able to work with individuals who have given their consent to access our support.