

## DVSW - Domestic Violence and Abuse Service Warwickshire

The Domestic Violence and Abuse Service Warwickshire are commissioned by Warwickshire County Council to deliver both the refuge accommodation and the countywide community outreach services.

### **DVSW Referral Process –**

**Referrals must clearly state that the victim-survivor has consented to the referral. We cannot contact without consent.**

**Please also provide us with a name, safe contact details and a brief description of the circumstances and we will attempt contact within 24 hours or the next working day. All referrals from professionals and self referrals can be received by the Helpline number 0800 408 1552 Mon – Fri 08:30 – 20:30 and via email [dvs@refuge.org.uk](mailto:dvs@refuge.org.uk) Referrals can also be received via the secure email - [dvs.referrals@refuge.cjsm.net](mailto:dvs.referrals@refuge.cjsm.net)**

### **Refuge accommodation service**

Refuges provide safe emergency housing and support to women (aged 16 and over) and their children escaping domestic violence and abuse.

24 units of specialist emergency accommodation across Warwickshire for women aged sixteen or over with or without children and 6 weeks resettlement programme for women and their children leaving the refuge service.

Addresses and phone numbers should be kept confidential. Vacancies are emailed to all partner agencies each day. If you are a professional and would like to be added to the vacancy email list please contact us on [dvs@refuge.org.uk](mailto:dvs@refuge.org.uk) with your contact details and you will be added to the list on the next working day.

If you would like to discuss a referral to refuge and you do not have the vacancy update please Call 0800 408 1552 or the out of hours emergency contact: 07584 233 473.

### **Countywide Community Outreach Support Services**

Refuge provides support to women and men (aged 16 and over) who are experiencing domestic violence and abuse.

### **Criteria for support – The Legal Definition of Domestic Abuse**

*Behaviour of a person (“A”) towards another person (“B”) is “domestic abuse” if*

*(a) A and B are each aged 16 or over and are personally connected to each other, **and***

*(b) the behaviour is abusive.*

*Behaviour is “abusive” if it consists of any of the following*

- *physical or sexual abuse*
- *violent or threatening behaviour*
- *controlling or coercive behaviour*
- *economic abuse (see subsection (4))*
- *psychological, emotional or other abuse*

*and it does not matter whether the behaviour consists of a single incident or a course of conduct.*

**Personally connected is defined as** - : intimate partners, ex-partners, family members or individuals who share parental responsibility for a child. There is no requirement for the victim and perpetrator to live in the same household.

**Specialist domestic abuse helpline: Free phone 0800 408 1552**

Mon – Fri 08:30 – 20:30 an answer phone is in operation in case the team are busy with calls. Please leave your name and a safe contact telephone number and a member of the team will call you back.

Open access, advice and information for anyone concerned about domestic abuse via a specialist helpline, and drop in sessions.

**Referrals line for professionals: 0800 408 1552**

Mon – Fri 08:30 – 20:30 and email for more information [dvs@refuge.org.uk](mailto:dvs@refuge.org.uk)

Referrals can also be received via the secure email - [dvs.referrals@refuge.cjsm.net](mailto:dvs.referrals@refuge.cjsm.net)

**Outreach support**

Outreach support develops and sustains a service user's capacity to live independently in their accommodation. As well as supporting victims in relation to their accommodation the service offers support with many other aspects including:

Personal safety and security, Finances, Education, training and employment and Health and wellbeing.

**Sanctuary Scheme**

The Sanctuary Scheme provides support to help victims to remain living safely in their own homes once they have ended their relationship, including the installation of home security measures. The project is for all female and male victims of domestic violence and abuse aged from 16 who are living in any type of property within Warwickshire. The project accepts both self-referrals and referrals from any agency.

**Independent Domestic Violence Advisors (IDVAs)**

The IDVAs provide support to high risk victims of domestic violence and abuse. They work with the victim to develop an intensive risk management plan and ensure they are receiving all the support required to keep themselves and their families safe. They also offer support to clients who are accessing the criminal justice system and need support during criminal or civil legal proceedings. The IDVAs can provide support during court hearings, act as an advocate and refer victims to a range of other specialist agencies and support. IDVAs are available for all high risk female and male victims of domestic violence and abuse aged from 16 and accept both self-referrals and referrals from any agency.

**Identification & Referral to Improve Safety (IRIS) educators**

IRIS is a general practice-based domestic violence and abuse training, support and referral programme for primary care staff.

It is a targeted intervention for patients aged 16 and above experiencing current or former domestic violence and abuse from a partner, ex-partner or adult family member. IRIS provides care pathways for all patients living with abuse as well as information and signposting for perpetrators.

The Warwickshire IRIS service rests on three "Advocate Educators", one for each of the Clinical Commissioning Group areas in the county. The advocate educator provides training to the practice teams and acts as an ongoing consultant as well as the person to whom they directly refer patients for expert advocacy.



For women and children.  
Against domestic violence.

## Warwickshire Information and referral process for clients and professionals

### **Multi-Agency Risk Assessment Conference co-ordination**

Multi-Agency Risk Assessment Conferences (MARACs) are multi-agency meetings which focus on the safety plan of high risk victims of domestic abuse. Professionals concerned that a victim of domestic violence and abuse may be at a high level of risk of harm can refer cases to the MARAC Co-ordinator.

All documents and the MARAC operating protocol can be downloaded from -  
<https://www.talk2someone.org.uk/professionals/maracs/>

### Criteria for making a MARAC referral

1. The risk to a victim has been assessed as high, either through a risk assessment (scoring 14 or above on the DASH) or professional opinion;
2. When a high risk victim has suffered a repeat incident from the same perpetrator within 12 months of the previous MARAC referral (a 'Repeat MARAC') (<http://www.safelives.org.uk/definition-repeat-marac/>);
3. Potential escalation (3 or more standard or medium risk incidents reported to the police in the last 12 months); or
4. When a MARAC victim has transferred into the Warwickshire from another area.

### Where to send the referral

MARAC referrals should be sent by secure email to [warwickshire.maracreferrals@refuge.cjism.net](mailto:warwickshire.maracreferrals@refuge.cjism.net)  
If the referrer can only use in-secure email, then the relevant password should be obtained via telephone on 0800 4081552 from the MARAC Coordinator and the referral form sent as a doc.x or PDF document in a password protected zip file to [Warwickshiremaracreferrals@refuge.org.uk](mailto:Warwickshiremaracreferrals@refuge.org.uk)