

## BERKSHIRE WOMEN'S AID LIST OF SERVICES

Service	Bracknell	Reading	Wokingham	West Berkshire	Berkshire West
Refuge	✓	✓	✓		
Helpline	✓	✓	✓	✓	✓
Outreach/IDVA	✓	✓	✓		
Drop-in		✓			
Choices	✓	✓	✓		
Self-Esteem		✓			
Family Choices (perpetrator programme)		✓	✓		
Children's Group Work		✓	✓		
Complex Needs		✓	✓	✓	✓
Medium Risk Safety Planner		✓	✓	✓	✓
BAMER Worker		✓	✓	✓	✓
Vulnerable Women's Worker				✓	

**Helpdesk - 0118 950 4003**

**Refuge:**

BWA have seven refuges across Reading, Wokingham and Bracknell which are able to accommodate up to 39 women and 66 children. Currently, four of these spaces are dedicated specialist provision for women from an Asian background. BWA refuge provision provides a confidential address where residents feel safe and have time and space to make informed decisions about their future. Staff will provide emotional and practical support via 1-1 weekly key working and monthly review sessions. Support is given to assist service users with managing finances, applying for benefits, housing, finding a permanent home, legal remedies, accessing work, education or training, health needs, safety planning and assistance with all their children's needs, e.g. school, nursery, health, safety and the welfare of each child. Once the service user has discussed all her options she then feels empowered to make informed choices regarding the family's future. Keeping the support plan under regular review ensures the action plan is updated and amended as and when tasks and actions are completed or the service user changes her mind. There is a clear risk assessment framework to assist staff and service users with contentious issues such as child contact.

**Helpdesk:**

Helpdesk offers information and support to a wide range of callers including professionals and those experiencing domestic abuse, or calling on behalf of a friend or family member. It operates 24 hours per day, seven days a week. Helpdesk speak with callers from out of the area, as well as those from areas in which BWA are commissioned to provide support. Information can be provided about local services and referrals can be taken for any of BWA's services. An out of hours service is provided by Forestcare with out of hours backup provided by a BWA manager.

**Outreach/IDVA support:**

BWA's Outreach/IDVA Workers offer support to those experiencing domestic abuse, consisting of risk assessment, safety planning, emotional support and advocacy. BWA can provide those experiencing abuse information about legal and civil remedies, housing, finances and benefits, signposting or making referrals for specialist support where required. BWA can provide support at court, attend child protection proceedings and other meetings as required by the client. BWA regularly attend MARAC, DARIM, DASC, DAPS and MAPPA meetings. Outreach staff run a drop-in in Reading Library every week.

**Choices:**

'Choices' is a group programme for women affected by domestic abuse. It is an integral part of our outreach service, in that group support is offered to all clients who benefited from initial one-to-one support. Adapted and developed by BWA from the Freedom programme, 'Choices' is delivered by experienced BWA domestic abuse workers and is available to all service users, regardless of their circumstances and the risk level they are at due to domestic abuse. Crèche facilities are provided for children under the age of five years in the Reading area.

**Self Esteem:**

Self Esteem is a five week programme generally aimed at women who have successfully completed the Choices programme however, in some instances, women will be considered for allocation directly to Self Esteem based on an informed choice. Developed by BWA, the five sessions focus on confidence building, boundary setting, self-care, healthy relationships and peer support. Clients are equipped with tools to continue their self-nurture once the programme ends and continue to recover from domestic abuse.

**Family Choices:**

Family Choices is a programme that works with both the perpetrators and victims of domestic abuse. The male perpetrator worker delivers a 25 week programme to men identified as perpetrators of abuse and the Partner Support Worker works alongside the non-abusive party to complete safety planning and provide ongoing advocacy and support. Where the family have children of school age, there is the option to refer them to support through BWA's Children's Workers.

**Children's Group Work:*****Primary Program***

The Primary Programme is completed with primary school aged children across ten sessions and can be undertaken by Children's Group Workers on a one to one or group basis; group work is either carried out with multiple children referred from the same school or groups of siblings.

***Giving Choices:***

The Giving Choices Programme is completed with secondary school aged children across six sessions and, although it can be undertaken by Children's Group Workers on a one to one or group basis, Giving Choices tends to be undertaken one to one with young people.

**Complex Needs:**

Based on a clinical model of support, the Stop Think Feel programme was devised to work with women who have experienced domestic abuse and also present with a diagnosis of, or behavioural traits indicative of, personality disorder. The programme consists of ten sessions and focuses on mentalisation techniques. The programme is not designed to act as crisis intervention; women accessing the programme who have current support needs around domestic abuse must be linked in with an outreach worker.

**Medium Risk Safety Planner:**

Co-located in Thames Valley Police, the Medium Risk Safety Planner role supports individuals assessed to be at medium risk by working with them to review risk, devise safety plans and refer and signpost on to other support agencies as appropriate.

**BAMER:**

Aiming to proactively engage BAMER Communities to understand and express their needs in relation to violence against women and girls, this role aims to help identify and address the gaps in, and barriers to, those from BAMER communities accessing relevant services. The role also aims to raise awareness amongst BAMER communities to bring forward current and past victims of violence and provide support to keep survivors and their children safe.

**Vulnerable Women's Worker:**

The Vulnerable Women's Service aims to supporting women who are identified as having multiple and complex needs by increasing their resilience, helping them to make changes to their lives and supporting them to access mainstream services. To access support, women must meet at least three of seven referral criteria: domestic abuse, insecure housing, offending history, problematic substance use, mental health or self-harm support needs, unemployment, money or debt management problems.