**Briefing Note**

**Warwickshire Domestic Violence and Abuse Service Update**

1. Following a re-commissioning exercise, Refuge have been awarded the contract for delivering the Warwickshire Domestic Violence and Abuse Service from 1st October 2021.
2. Refuge is the current provider of the service and there are no fundamental changes to the current offer. The Warwickshire Domestic Violence and Abuse Service will provide the following support:

* 24 units of refuge accommodation and re-settlement support,
* Community based support which includes:
  + Single point of contact / helpline to provide advice and information to victim-survivors, professionals and concerned family or friends,
  + Independent Domestic Violence Advocates (IDVA) – provide 1:1 support for victim-survivors who are at a high risk of serious harm
  + Outreach support – provide 1:1 support for victim-survivors who are medium or low risk of serious harm, the delivery of “drop-in sessions” and group recovery programmes,
  + Health Advocate Educators – provide 1:1 support for victim-survivors referred by professionals in primary or secondary care, professional advice to health professionals and delivery of awareness raising and training for health professionals,
  + Sanctuary Scheme – Delivery of target hardening and home security measures,
  + Multi-Agency Risk Assessment Conference (MARAC) coordination,
  + Multi-agency training and awareness raising sessions on domestic abuse.

1. Enhancements within the new contract include:

* Co-location of Independent Domestic Violence Advocates (IDVA) within key agencies. Arrangements are being put in place for co-location with the ‘Front Door’ (formerly the MASH – Multi-Agency Safeguarding Hub) and Warwickshire Police. Opportunities for co-location with housing teams are being explored.
* Increased outreach provision – to increase the number of victim-survivors accessing support early.
* Expanding the Health Advocate Educator offer to key secondary care health teams (previously this was exclusively focused on providing support to victim-survivors referred by GPs and providing professional support to GPs).
* Increased budget for the provision of Sanctuary Support.

1. The referral route (the email address and the telephone number for the Single Point of Contact) remain the same. Victim-survivors and frontline professionals will see no change to the way in which they access the service, or the advice, information and support provided.
2. **The Warwickshire Domestic Violence and Abuse Service can be contacted by the public or professionals on:**

**Tel:** [**0800 408 1552**](tel:0800%20408%201552) **Email:** [**DVSW@refuge.org.uk**](mailto:DVSW@refuge.org.uk)

**Further support can be accessed via:** [**https://www.talk2someone.org.uk/**](https://www.talk2someone.org.uk/)