



Women and Girls Network

Advice Service Casework support

Women and Girls Network (WGN) Advice Service is a free, independent, women-only service that supports self-identified women and girls aged 14+ in London, who have experienced, or are at risk of, Violence Against Women and Girls (VAWG). Our aim is to promote, preserve and restore the safety, mental health and well-being of the women and girls we work alongside with, amplifying their voices and supporting them to be the agent of their own change, and make a total and sustainable recovery from their experiences of violence.

What are the values of the Advice Service?

We are:

- Women & survivors working with and for other women and girls surviving VAWG
- Feminist. Meaning we believe that:
 - Violence against women and girls is a cause and consequence of gender inequality in society.
 - Different forms of oppression, discrimination and disempowerment intersect with gender oppression;
 - Women and girls are never responsible for the violence they experience; and
 - Women and girls should not be limited to rigid gender roles and have the right to be safe, free and have choices of their own.

Throughout our work we aim to:

- Be non-judgemental and non-discriminative in our practice.
- Be led by the women and girls we are supporting and respect their wishes and choices.
- Truly listen to what women and girls tell us, and always affirm and believe disclosures of abuse made to us.
- Be trauma-informed in our work, understanding the impact and manifestation of VAWG related trauma.
- Tailor our support to the individual needs of each woman and girls
- Celebrate women and girls unique strengths and power
- Create a safe, supportive and enabling space where women and girls feel free to be themselves.

What can WGN's 1-2-1 Advice Casework support offer me?

Our Advice Caseworker provision provides women and girls who are experiencing VAWG with 1-2-1 specialist support. You will have an allocated Caseworker who will

be working alongside you providing practical, emotional and advocacy support. This can include:

- Explore together your rights and available options
- Ensure your voice is heard and wishes are respected.
- Supporting you with liaising and advocating to statutory services such as: housing, social services, health services, school/university and the police.
- Attend key meetings, appointments and court hearings with you.
- Support you to report the abuse if you wish to, and support you through the criminal justice process.
- Support you with enhancing your safety and wellbeing.
- Support you to enhance your positive social networks and connections
- Support you to access support from other relevant services.
- Support you to develop your own plan for your journey of recovery.
- Provide emotional support and holding, exploring themes such as your strengths and resilience, self-confidence, self-esteem, healthy boundaries, self-care and self-love.

How Does the Support Work?

Your Caseworker will be your main point of contact and will support you throughout your journey with WGN. Your caseworker will spend time with you getting to know you and your situation, and together you will agree what the support should focus on, and how you would like it to take place; for example whether you would like to meet your caseworker face to face, or prefer to have online/over the phone sessions; how often would you like to have contact with your caseworker, and whether you would like her to support you to liaise with other agencies/professionals.

Your caseworker will support you for as long as you need her to, and as long as she has a role to play in your recovery journey.

How To Access Casework Support?

- You can self-refer to our casework support by contacting us via our Freephone Advice Line or Sexual Violence Helpline. Alternatively, you can email us or use our web chat to self-refer. (see contact details below).
- Any professional who is working with you (e.g. your GP, Social worker, health visitor, teacher, benefit advisor) can also refer you into our service. They will need to complete a short referral form, indicating you have consented to the referral, and email it to us.
- Your family/friends can contact our service on your behalf, however, in order to be referred into our service we will need to speak to you to make sure you are aware and are happy for the referral to be made on your behalf.



If you would like any more information about our service and the support we can offer you, please get in touch with us.

 **0808 801 0660 Freephone (Monday – Friday 10am-4pm, Weds 6-9pm)**

 [**advice@wgn.org.uk**](mailto:advice@wgn.org.uk)  [**www.wgn.org.uk**](http://www.wgn.org.uk) (click on the 'Chat' button)