Staffordshire Women's Aid

HELPING YOU **FIND YOUR VOICE**

Drop In FAQs

I'm a professional, can I refer someone?

Yes with her consent, you can:

- Let her know the date/time of the next drop in and encourage her to attend.
- Call our helpline for advice if you're unsure whether the drop in is the right service.
- Signpost her to our online chat option if she would prefer not to attend in person.

what if I need longer term support?

If ongoing or statutory support is needed, we will signpost and refer to the most appropriate service. The drop in is not a substitute for IDVA or long-term casework.

is it confidential?

Yes. All support is confidential unless there is a safeguarding concern (e.g., risk of serious harm to self/others, or a child at risk). In those cases, we follow our safeguarding policy.

can I attend if I'm not currently in crisis?

Yes, the drop in is for any woman who has experienced, or is experiencing, abuse or violence, regardless of current risk level.

who will I speak to?

You will be welcomed by one of our trained volunteers, who will listen without judgment and provide emotional support, safety planning, and information. All our volunteers receive specialist training in supporting women affected by violence against women and girls.

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0300 330 5959 **dropin@staffordshirewomensaid.org**

https://staffordshirewomensaid.org