

Meet our partners.

We work with four expert partner organisations to deliver specialist support:

Refuge

As the UK's largest domestic abuse charity, Refuge empowers survivors and their children to rebuild their lives free from abuse by providing community services, safe accommodation and running the National Domestic Abuse Helpline. The charity also has a specialist team that can support the Mimram Service in cases where technology is used as part of abuse.



Asian Women's Resource Centre

The AWRC provides specialist, culturally sensitive support for Black, Minoritised and Ethnic communities experiencing abuse. Through our partnership, survivors can access dedicated support for harmful practices, including a specialist IGVA and safe community spaces.



Safer Places

Safer Places provides specialist support and safety planning for survivors of stalking and harassment. Operating across Essex and Hertfordshire, the organisation offers services including safe accommodation and community-based support, with nearly 50 years of experience helping adults and children affected by domestic abuse.



St. Albans and Hertsmere Women's Refuge

SAHWR provides specialist, trauma-informed services for individuals affected by domestic abuse. Since 1982, the organisation has been supporting survivors across Hertfordshire, through services including safe accommodation, dedicated support for children and young people, and community-based advocacy.



There are lots of ways you can contact the Mimram Service for support.

Call us to speak to a specialist IGVA:

0300 790 6772

Mondays and Wednesdays: 9am to 5pm
Tuesdays, Thursdays and Fridays: 9am to 8pm

Access virtual support through our website with live chat options including a 24-hour chatbot and SMS options:

www.mimramsupport.co.uk

If you are a professional and would like to make a referral, please either call us or complete the contact form on our website to receive a referral link.

For other support visit **www.refuge.org.uk** or call the 24 Hour Freephone National Domestic Abuse Helpline:

0808 2000 247

In an emergency call 999



Do you feel threatened or at risk of violence or abuse?

The Mimram Gender-Based Abuse Support Service is here for you.



What is the Mimram Service?

The Mimram Service, named after Hertfordshire's Mimram river, is a 'one-stop shop' for survivors of gender-based violence and abuse across the county. It brings together four organisations specialising in violence against women and girls (VAWG) and domestic abuse.

These are Refuge, Safer Places, Asian Women's Resource Centre (AWRC), St. Albans and Hertsmer Women's Refuge (SAHWR).

Together we offer coordinated support that is tailored to your individual circumstances and needs.

Our Independent Gender Violence Advocates (IGVAs) are here to provide specialist 1:1 support over the phone, empowering you to recover and rebuild your life free from abuse.

The Mimram Service also offers community locations where you can access a range of specialist services – all under one roof.

Who is our service for?

The Mimram Service welcomes all survivors regardless of background, identity, or gender. We provide specialist support to adults, children and young people across Hertfordshire who have experienced:

- Domestic abuse
- Sexual abuse and sexual exploitation
- Stalking and harassment
- Harmful practices including:
 - Forced marriage
 - So-called 'honour'-based abuse
 - Female Genital Mutilation (FGM)



How can we support you?

The Mimram Service is provided by a team of expert partner organisations, led by Refuge - the UK's largest domestic abuse charity. We are here to help you stay safe and recover, with expert caseworkers who can empower you to move forward and rebuild your life.

We offer confidential, survivor-centred support that is tailored to your individual needs. This includes:

- A dedicated Children and Young People's Team
- Expert IGVA caseworkers for 1:1 support
- Specialist support for harmful practices including:
 - Forced marriage
 - 'Honour'-based abuse
 - FGM
- Virtual support and online contact options
- Community one-stop-shop locations
- Support at other locations including both Lister Hospital and Watford General Hospital



What is the role of an Independent Gender Violence Advocate (IGVA)?

Through the Mimram Service you can access support from IGVAs with many different areas of expertise.

We have specialist IGVAs who work with:

- Children and young people
- Male survivors
- Eastern European communities
- LGBTQIA+ survivors
- Black Minority and Ethnic survivors
- Older survivors

In addition, we have IGVAs who are experts on stalking and harmful practices including 'honour'-based abuse.

Your assigned IGVA will empower you to access support that is tailored to your individual needs and the specific type of gender-based violence or abuse you have experienced.

Our IGVAs can help you access support for your mental health, physical health, accommodation concerns, legal issues, and much more. This includes:

- Advice on getting legal protections
- Support finding safe accommodation
- Crisis support and safety planning
- Referrals to agencies and other specialist services
- Emotional support including access to group work

How do we support young people?

Mimram works with children's advocates and young people's IGVAs to provide dedicated support to children and young people (CYP). This involves:

- Children's Advocates for children up to the age of 17
- A CYP IGVA for 16-25 year-olds
- Our IGVAs can also provide guidance around CYP to anyone accessing the service