

## How to make a referral

If you are working with someone who you think would benefit from the iMatter programme, please read through the criteria listed in this leaflet before calling or completing our referral form.

If you complete the online referral form, one of our admin team will be in contact with the client within five working days to complete our risk assessment with them. We will keep you updated on whether your referral has been successful.

## Get in touch:

For further information, call **0300 303 5881** between 9am–8pm, Monday–Friday, 9am–5pm on Saturdays.

You can also fill in our secure online referral form:  
**<https://imatter.egressforms.com>**

We are an independent charity offering free, confidential support to people affected by crime and traumatic incidents.

For information and support, contact us by:

- calling: Supportline **08 08 16 89 111**
- using Next Generation Text (add **18001** before any of our phone numbers)
- Online: **victimsupport.org.uk**

To find out how you can help us, visit **[victimsupport.org.uk/get-involved](https://victimsupport.org.uk/get-involved)**

**victimsupport.org.uk**

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# iMatter

Guidance for  
professional referrers



Supported by the insurance  
and long-term savings industry

**victimsupport.org.uk**

## What is the iMatter programme?

Victim Support's iMatter programme is for women aged 16+ who have been, or are currently, victims of domestic abuse. It is not suitable for clients who are high risk.

It is delivered by our specially trained iMatter facilitators across ten weeks via Zoom. Each session is designed to last around 90 minutes.

We offer the programme on a variety of different days and times to suits our clients' needs. We deliver the sessions in the following languages – English, Welsh, Bengali, Gujarati, Polish and Urdu.

### The programme includes:

- Understanding what domestic abuse is, including coercive control.
- A focused look at healthy relationships, and what changes may be needed to keep our clients safer in future. This includes the relationships our clients have with themselves.
- Practical skills for recovery, including working on each client's confidence and assertiveness.
- Strengthening of social connections in a safe environment, and encourages the sharing of behaviours, thoughts and feelings following the experience of domestic abuse.

## Referral criteria

For a client to be suitable for the iMatter programme, the following criteria must be met. Please ensure that you have a conversation with the person that you are referring before completing the online referral form, to make sure that iMatter will be the right service for them.

- **Is the client someone who identifies as female and are they over 16?**
- **Are the client's basic needs being met?** Is the client able to keep herself safe and have somewhere to live at present?
- **Does the client have a safe and private space to take part in the programme?** This means that, ideally, they should not be living with their perpetrator.
- **Does the client have childcare?** If the client has children that are of school age or younger, they must have someone available who can take care of them so that the client can complete the programme without interruptions. Sensitive topics are discussed during our sessions, so it is not appropriate for children to be in the room.
- **Does the client have stable access to the internet and a device that they can use?** iMatter is an online programme, using Zoom, so the client will need a laptop, smart mobile or tablet.
- **Does the client have a webcam or camera in their device?** It is essential that clients have their cameras on for the duration of sessions, for reasons of safety for all involved.

- **Does the client want to attend?**

iMatter is a voluntary service designed to help victims/survivors who are willing to take part in group work in a virtual setting. If your client does not wish to engage with our service, we suggest finding an alternative service for them to take part in.

## The sessions

iMatter comprises ten sessions, each exploring an individual topic:

1. Introduction
2. Healthy relationships
3. Coercive control and abuse
4. The planets: men and women
5. A gift to me: looking after ourselves
6. One of those days
7. What's your communication style?
8. The umbrella of emotions
9. The relationship challenge: green flags
10. Moving forward.

Throughout the programme we focus on self-worth, self-care and mindfulness.

Each session is focused around group discussion and the sharing of ideas, but none of the clients are asked to share anything they do not wish too; the focus of iMatter is not on individual experiences, but on helping victims of domestic abuse move on in their recovery journey.