

Domestic Abuse Team

Operational Guidance

July 2022

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Role of the Domestic Abuse Worker

The Domestic Abuse Team offers free and confidential advice to adult medium and high risk domestic abuse victims who live in the Gateshead area. The team consists of a number of SafeLives accredited IDVA's, specialist children's and young people workers and domestic abuse support assistants who are based within Gateshead Civic Centre. For those that live outside of the Borough, there are similar support services available in their geographical area.

The team predominantly work with clients who are referred by Northumbria Police however referrals can be accepted from any other sources providing risk has been assessed as medium or high.

High risk individuals are also referred into the Multi Agency Risk Assessment Conference (MARAC) process. MARAC can enhance any safety measures already agreed between Domestic Abuse Worker and client as well as ensuring all partner agencies have a shared understanding of the risk.

The role of Domestic Abuse Worker is to identify risk factors, empower victims to make informed choices and promote strategies that manage risk. Length of involvement tends to be short to medium term given the high volume of referrals and crisis intervention nature of the work. In addition to their knowledge of domestic abuse the team have also developed expertise in associated issues such as; so-called 'honour' based violence, forced marriage; stalking and harassment; and working with marginalised groups.

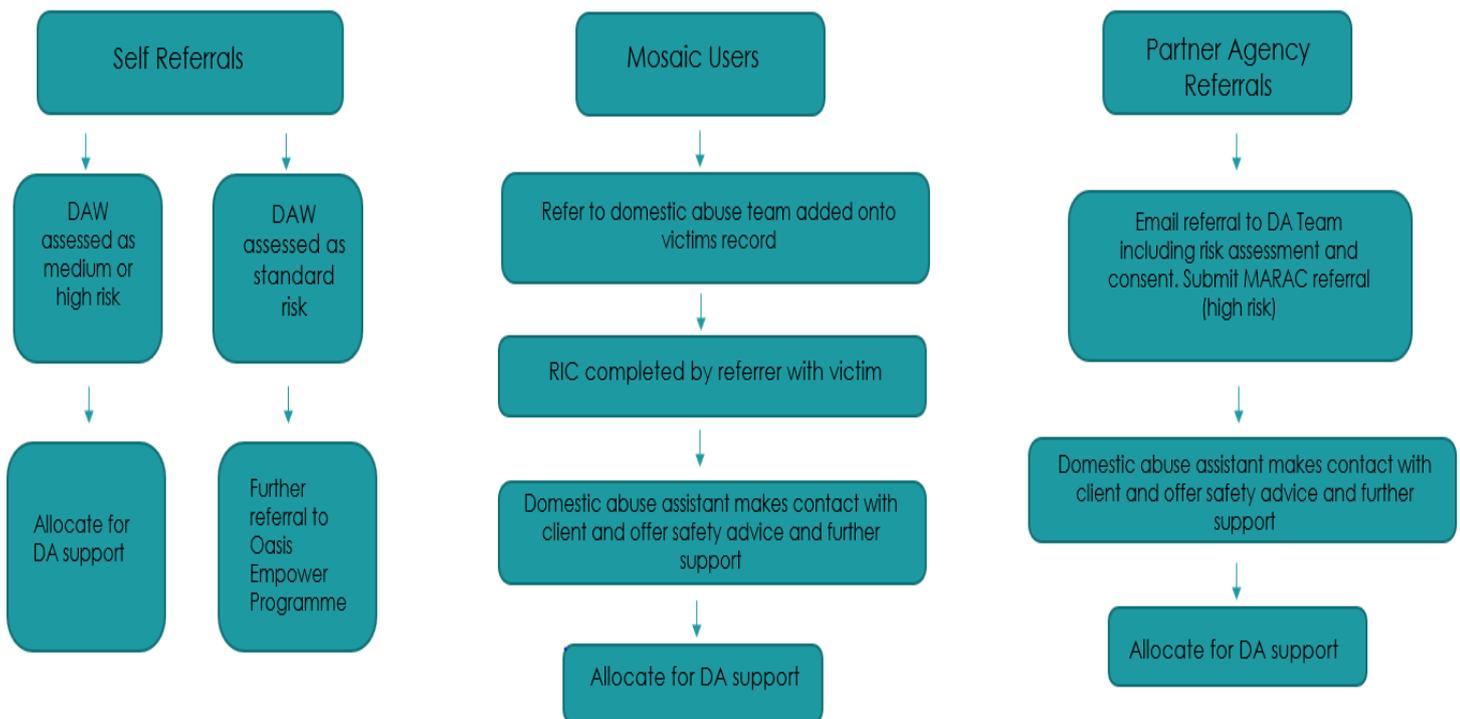
There are a number of other services that the Domestic Abuse Worker will signpost victims to once it is determined that risk has reduced.

Examples of Support:

- Short term safety planning, i.e. crisis intervention
- Longer term safety planning
- Access to target hardening (security measures)
- Facilitating access to housing
- Support during criminal proceedings
- Facilitating access to legal advice regarding civil remedies
- Referral to other agencies dependent on individual needs
- Attendance to relevant meetings including MARAC
- Enhancing victim knowledge of domestic abuse dynamics/tactics
- Empowering victims to make informed choices that enhance their safety
- Working within a wider training pool to deliver domestic abuse training courses
- Direct work with children

Case Intake Procedure

- Referrals are made via the domestic abuse mailbox domesticabuseteam@gateshead.gov.uk for all in house services.
- Referrals are made to Domestic Abuse service by agencies (e.g. police / health / partner agencies). Documentation will include a referral form (appendix 4) and Risk Indicator Checklist within referral form. The service also accepts self-referrals for individuals at medium or high risk. Where referrals do not meet the threshold level of need, signposting to other services is offered.
- Victims are contacted within 24 hours of receiving a referral (excluding weekends) following the initial contact procedure by domestic abuse assistants. The domestic abuse assistants are re-assigned the initial referral and make the first contact attempt to the victim to establish immediate safety planning and ascertain consent to work with an allocated domestic abuse worker.
- If the victim declines the service, the worker will ensure this is documented on Mosaic and inform the referring agency by email or telephone.
- If the victim engages, support will be provided following the case management procedure.



Initial Contact Procedure

- **Initial contact** with all victims should be attempted as soon as practicable and within 24hrs after the referral has been received.
- **Initial contact** should be made by telephone, to introduce the service, and ascertain;
 - If the victim wishes to receive a service.
 - They are in agreement with the referral information received.
 - Whether it is safe to complete a face to face meeting.

Initial Contact Process – The Domestic Abuse Assistant will :-

- Attempts to make contact in accordance with practice standards of 3 working days.
- Telephone the prospective client.
- Introduce themselves and the team.
- Give contact details for the Domestic Abuse Team and check the contact details on the referral are safe to use. If this is not the case these will be checked with the referring agency.
- Ensure initial information from referrer is correct including spellings of names, addresses etc. and confirm that the details on Mosaic are correct. Any errors should be updated prior to contact by Business Support where possible.
- Check if the client was injured and organise appropriate medical care as required.
- Briefly explain more about the service:
 - Independent from other agencies
 - Confidential (within limitations)
 - Offer support
- Establish if the victim would like to engage with the Domestic Abuse Team, if they would the Domestic Abuse Worker will arrange an appointment, if they decline support the worker will record this on Mosaic and close the referral down. The Domestic Abuse Worker will also notify the referring agency.
- The Domestic Abuse Co-Ordinator will review the case details and current caseloads before allocating the referral to an appropriate Domestic Abuse Worker.

Domestic Abuse Worker will :-

- The Domestic Abuse Worker will arrange a face to face appointment if safe, this should take place at the Civic Centre or appropriate community setting (housing office, GP Surgery etc.) wherever possible, taking place as soon as possible and within 10 working days unless there are exceptional circumstances (such as ill-health, temporary residence out of area etc.).
- Ensure that where the case is high risk the case has been referred to MARAC by the referring agency, or submit a referral if the client has self-referred.
- Ensure a new Risk Indicator Checklist (RIC) is completed (see appendix 6) and an individualised support plan is developed.
- Gain verbal consent to share information and record on Mosaic that this has been completed.
- Confirm any verbal consent from the client in writing ensuring signatures are gained at first face to face appointment (as outlined on p.7).

If unable to establish contact

The Domestic Abuse Assistant will :-

- Contact the referring agency to confirm contact details and check for any alternative contact numbers on file.
- Contacts are to be made by the Domestic Abuse Assistant within three working days of the referral, with a minimum of three calls over the three days at different times of day.
- Following 3 unsuccessful attempts at contact, attempts should be made through any appropriate partner agency who is working with the client.
- If the Domestic Abuse Assistant is still unable to establish contact they will send the standard “no contact” letter if deemed safe to do so (see appendix 1).
- Referral is closed with relevant outcome e.g – unable to establish contact
- Once this has been completed the worker will inform the referring agency that no contact has been established.

Confidentiality and Information Sharing Agreement

Sharing information safely is essential when working with victims of domestic abuse, especially when working with clients at high risk of serious harm and homicide. It is important to have a clear confidentiality and information sharing policy to help establish a legal framework for handling and sharing information both internally and externally to the service.

It is important to demonstrate safe and defensible decision-making. This means that information shared and actions taken need to be lawful, necessary and proportionate in protecting the clients worked with.

Important points to explain to clients

It is important that clients understand the agreement they are entering into so that they can give *informed consent*. The Domestic Abuse Worker must explain the reasons why the client's information might be shared and how the service will treat the sensitive and personal data it is given. The Domestic Abuse Worker must explain that every case is individual, but in general, the service does not need consent to share information where the client or their children are at high risk of serious harm.

A copy of the completed form must be saved within the client's file.

Case Management Procedure

Stage 1

- The service will collect data from the domestic abuse referral form. This should be completed by the referring agency or by the duty worker if the victim self-refers.
- Initial contact (follow procedure) with client is to advise the client that the Domestic Abuse Team support is free, to explain what support is available and the role of the Domestic Abuse Worker, to explain confidentiality and information sharing – including the client's right to access the file under freedom of information.
- Following allocation the relevant Domestic Abuse Worker will explain the confidentiality and information sharing agreement and have this signed. They will then take the client through the Risk Identification Checklist (RIC) which will identify level of risk. A new risk indicator checklist is to be filled in for all clients who are referred to the service (See guidance on RIC). If the RIC shows the case to be standard risk the case should be closed with appropriate signposting or onward referral undertaken.

Stage 2

- Create a Support Plan (this will help create an action plan and ensure all the safety options relevant to the client are covered). The risks that have been identified within the RIC should be addressed on the SP, where practical.

Stage 3

- Liaise with all relevant agencies, ensuring necessary referrals to MARAC (Multi Agency Risk Assessment Conference), engage with necessary services to address the client's needs through multi agency work.
- Maintain regular contact with the client to ensure they are receiving the appropriate support.

Stage 4

- Document outcomes and interventions on Mosaic, ensuring any supporting information is saved in the relevant file.
- All case notes should be:
 - Concise yet detailed enough for them to be useful to manage and progress the case.
 - Legible, so that others within the team can access them in the workers absence.
 - Accurate – distinguishing between fact and opinion.
 - Relevant to case work.
 - Timely – recorded at the earliest opportunity.

Stage 5

- Monitor risk throughout case using the review RIC every 3 months as a minimum logging all details of discussions on Mosaic. **At notification of any further incident of domestic abuse the Domestic Abuse Worker will use their professional judgement to decide whether there is any change to risk level and update or repeat the RIC and Support Plan as required.** Case notes will be updated to document any decision taken and the reasons for this within 24 hours of receipt of an additional referral.

Stage 6

- Where possible the Domestic Abuse Worker will collect exit data using the evaluation form (appendix 5).

The Domestic Abuse Worker will maintain regular contact with client. The frequency of contact will be based on individual needs and professional judgement at all times during engagement, with at least one contact per month required as a minimum.

Creating a Domestic Abuse Safety Plan

The Domestic Abuse Safety Plan has two elements to it:

1. To provide the Domestic Abuse Worker with the space to **safety plan** the risks identified through the Risk Indicator Checklist and any additional concerns that they or their client may want to address.
2. To provide the Domestic Abuse Worker with the space to document the **options and advice** given to the client.

The aim, where practical, is to provide the client with an individual plan tailored to their situation that they can take away with them.

Safety planning and the various options available to the client should be discussed on a variety of occasions. For this to be most effective it is important that this is brought together to create a formal and coherent safety plan to refer back to.

Safety Plan:

This is useful to look at issues and risks identified through the Risk Indicator Checklist that the Domestic Abuse Worker or the client wishes to address. Where practical, make sure all risks identified have been addressed. It should be used to agree courses of action, establish timelines for completion and agree who is going to carry them out. Examples of action points might be to address the risk of weapons being used by the perpetrator towards the victim while another action may be to extend the client's support networks by attending her local mother and toddler group (further examples are contained on the next page). The Domestic Abuse Worker may need to create new plans or refresh old ones as the client's situation changes on a monthly basis as a minimum. While the initial action plan will prioritise immediate safety, the following plans created will be able to look at short to medium term goals.

Don't forget to discuss the possibility of future violence/abuse, what they will do and what options will be available to them in these circumstances.

Options and Advice:

All of the boxes on the options and advice pages are designed to cover the spectrum of options available to a high risk domestic abuse victim. Each space can be used to document the options that the client is eligible for, making sure it is kept up to date so that it reflects any change in local services/resources or available referral routes.

Once the Domestic Abuse Worker has completed a safety plan this should be documented on Mosaic .

<p>General Safety Planning:</p> <ul style="list-style-type: none"> • Think about the unique risks posed to your client in the home/work/social settings through your risk assessment. Is your client aware of them? • Plan escape routes • Advise them to develop code words with children or people they know to tell them you need help • Encourage them to carry a phone charger, keep their phone charged & carry small change for a public phone • Change routine where possible? E.g. use different bus route • What about their safety at work? Do their employers know what is happening? • Refer high risk cases to MARAC 	<p>Housing & Security:</p> <ul style="list-style-type: none"> • Does the client need to access temporary accommodation? • What about other housing options? What is the safest option for your client? What about longer term housing solution? • Is refuge suitable and necessary? • What about security measures? Sanctuary / occurrence markers / cocoon watch / target hardening • Fire Safety Assessment • Does the Housing Association/Authority know what is happening? Is there a notification flag on the address? Are there any arrears? • What about housing action against perpetrator?
<p>Separating & Post separating:</p> <ul style="list-style-type: none"> • Separation and several months afterwards is a dangerous time for your client. If possible, keep regular contact • Code words can be useful for your client to tell you and others they need help? • Talk through your clients escape route • Advise them to prepare a bag in case they leave in an emergency • If your client goes to a scheduled regular event each week they could use this window of time to leave • Once they have left encourage them to change their number & routine • They should only tell people they trust about their plans to leave. 	<p>Legal:</p> <ul style="list-style-type: none"> • What criminal options are there available? • Encourage police reporting and police response • Do you need to support client at court • What civil options are available? Referral to solicitor • Are there any breaches of bail/civil/criminal orders • Are there any children? Is there any legal protection needed for the children? • Any immigration issues? Do you need to refer on for immigration advice? • Does the client's financial situation have an impact on the above options? • Is probation involved with the client/perpetrator/ how can they help?
<p>Children</p> <ul style="list-style-type: none"> • Does the perpetrator have access to the children? • Do they have PR / custody? • Are school aware of the situation? • Is the school a flash point? • Do they need to be factored into any orders? • Do they have copies of orders • Consider what support the children might need 	<p>Health & Wellbeing</p> <ul style="list-style-type: none"> • Does the client need any medical assistance as a result of the incident? • Do they need to access general health services? • Do they need to access a SARC? • What about any substance misuse issues? • Does the client need any access to mental health services • Does the client have a disability that affects the safety options available to them? • What about clients wider support networks?
<p>Additional support factors</p> <ul style="list-style-type: none"> • Any substance misuse, mental health or disability issues? • Are there any services to refer client to? 	<p>Financial</p> <ul style="list-style-type: none"> • Does the client have access to finances? If so what? Benefits? Child Benefits? Employment? • Does perpetrator and / client have access? • Any debts? Any housing arrears? Whose are they? • Are there any perpetrator / client drug or alcohol issues which impact finances • Are there any immigration issues affecting clients access to finances
<p>Emergency bag: what to pack:</p> <ul style="list-style-type: none"> ✓ Change of clothes for you and child(ren) ✓ ID for you and child(ren) (passports/birth certificates/driving licence) ✓ Money – access to money/bank cards/chequebook ✓ House & car keys ✓ Benefits info & access to benefits ✓ N.I number ✓ Any medication and repeat prescriptions 	<p>Emergency bag: what to pack:</p> <ul style="list-style-type: none"> ✓ House & car docs ✓ Health/House/Car Insurance docs ✓ Diary ✓ Child(ren) toys ✓ Family Photos ✓ Recent photo of perpetrator – useful for service of civil orders and police investigation. <p>It might not be safe to do this ahead of leaving. If it is, think about where you can hide it or ask someone you trust to look after it.</p>

Direct work with children and young people

The impact of domestic abuse on children varies significantly according to: context; severity; protective factors; circumstances; and resilience of the child. The level of detriment can change markedly even within the same sibling group as a result. Experiencing domestic abuse is recognised as an Adverse Childhood Experience (ACE). ACE's have been found to have potentially life-long impacts on health and behaviour.

It is important to avoid assumptions of 'permanent psychological damage' or future 'cycles of violence' where those who have witnessed domestic abuse will grow up to perpetuate the cycle as either perpetrators or victims. This is overly simplistic and overlooks the fact that domestic abuse is a learned behaviour not 'copied behaviour'.

However, research shows that domestic abuse shows strong inter-relationships with other forms of abuse and neglect. It is also common for perpetrators to use children to further abuse the victim.

As part of the initial risk assessment process undertaken with new clients a specific childrens' RIC should be undertaken. Further to this consent should be sought from the client to provide direct work with any children in the household.

The Domestic Abuse Worker will:-

- Discuss the parameters of the work, explaining the type of work that will be undertaken and the reasons that the work is important. During these discussions it will be helpful to gather information on the child's interests, and also whether there are any specific issues the client would like to be explored with the child.
- Consider whether or not contact should also be made with any other professionals involved with the child(ren).
- Consider the most appropriate setting to undertake the work. Many children are anxious about the safety of their parent and therefore may be more comfortable at home, for others the home may be distracting as they see themselves in a different role there.
- Developing a rapport and relationship with the child is central to the work. Unless the child is comfortable they are unlikely to share their feelings and concerns. For initial sessions work may need to focus on engagement and 'getting to know you' exercises, these can then build to work around self-awareness. Confidentiality should also be explained to the child at the outset.
- Further sessions may look at:
 - Dealing with feelings
 - Healthy relationships
 - Safety planning
 - Goal setting
 - Positive gender work
 - Rebuilding relationships between the child and the non-abusive parent

- Where appropriate it can be beneficial to help the child express their feelings and concerns to their parent, either directly or indirectly.
- In some cases there may also be a need for further professional intervention, in which case an onward referral should be made.

All direct activity should be recorded on Mosaic using the relevant assessment document on the child's record.

Guidance on Case Reviews

Case reviews create an opportunity for Domestic Abuse Workers to revisit cases at regular intervals and review the Risk Indicator Checklist three months from intake, and also at the point of case closure with a line manager to review the risks, safety plan and agree a course of action.

The usual outcomes of a case review are:

1. To close the case
2. To continue supporting the case after a review of the action plan
3. To continue supporting the case with a review of Domestic Abuse Worker involvement according to the risk and needs of the client i.e. reducing intensity of support

Case reviews usually feature as part of wider case management sessions which occur more frequently i.e. monthly.

SafeLives recommends that regular case management sessions take place between the Domestic Abuse Worker and their supervisor. The Domestic Abuse Team holds weekly team meetings, monthly supervision with their line manager.

The sessions cover issues such as:

- a. Overview of the current caseload
- b. Review of cases where the Domestic Abuse Worker has significant concerns regarding an individual or a trigger event (e.g. child protection, mental health, court cases, prison release dates, expiry of protection orders etc.)
- c. Discussion of cases where the Domestic Abuse Worker is unable to contact the client to agree the next steps
- d. Review of case notes, case documentation and case management skills

Where issues are identified within a case these will be escalated through the line management structure, with notification also provided to partners – either individually or through the MARAC process.

Case Closure Procedure

As a result of a case review/review of the risk assessment/engagement of the client it may be appropriate to close the case. Therefore the reason for closure will be reduction in risk, the client has disengaged, or that all available support has been provided.

The allocated Domestic Abuse Worker will:

Stage 1

Using the guidance notes provided review Risk Indicator Checklist. The case closure summary form must also be completed on Mosaic, and all open Mosaic assessments closed, before approval will be given for closure.

Stage 2

The case will be signed off on Mosaic by the line manager following quality assurance checks – ensuring review RIC's have been completed, safety planning has taken place and the risk has reduced. Reasons for closure and any recommendations must be documented fully.

Stage 3

Inform the referring agency of the case closure and the reasons for this by email or telephone.

Stage 4

An evaluation form (appendix 5) will be completed by the client following case closure wherever possible in order to continuously evaluate and improve the service. Results from the survey will be collated and reported as part of the performance management process.

Appendix 1 – No Contact Letter

Gateshead Domestic Abuse Team

Civic Centre
Regent Street
Gateshead
NE8 1HH

(INSERT TELEPHONE NUMBER)

Dear _____,

Following a recent incident, Northumbria Police referred you to our service as standard practice.

We wanted to write to let you know that we can offer you information, advice and support if you need it. You simply need to call us on the above number.

You may not feel it necessary to call us at this time, however, should you wish to speak to someone in the future please feel free to get in touch. Our office hours are 9.00am - 5.00pm Monday - Thursday, and 9.00am - 4.30pm Friday.

The number for the National Domestic Violence Helpline is **0808 2000 247**-this number is available 24 hours a day, seven days a week.

Should you become frightened again at any time in the future, please do not hesitate to dial 999, your details can then be passed to our service with your consent.

(NAMED CONTACT)

Gateshead Domestic Abuse Team

Appendix 2 – Options for Safety Information

OPTIONS FOR SAFETY

Please be aware that some of these options might not apply to you and are for information only. If you are unsure then please discuss further with your allocated Domestic Abuse Worker.

➤ Criminal Options (using the police)

- If your ex partner/family member harasses you in a way that makes you feel threatened/frightened of further abuse, if they use physical violence in any way or damage your property then they are breaking the law and should be reported to the Police.
- In order for the Police to hold them accountable for their actions, the police would need your support. **It is therefore important for you to keep any letters/texts or voicemails as evidence.**
- Police will take a statement from you including asking how the behaviour has made you feel (called a victim personal statement.) Photos might be taken of any injuries you have.
- Once the Police have your statement they will arrest the abusive person.
- They will then then decide if there is enough evidence to charge them.
- If the person did get charged, it's likely they would be given bail conditions to stay away from you and to keep you safe. It's important that you report any breaches of the bail conditions to the police.
- If the abusive behavior involves harassing/pestering you, the Police might issue a formal warning.
- Sometimes when there isn't enough evidence to charge an abusive person for a crime, the Police use domestic abuse protection orders (DVPO's) instead. This is not a conviction but is a legal order that tells the abusive person they must not contact the victim at all during a 28 day period.
- These orders are designed to give the victim some time to think about what they need to do for their own safety without being pressured by the abusive person.

➤ **Civil Options (using a solicitor)**

As an alternative to criminal action, you could seek advice from a solicitor about civil measures. The main civil measures available are a Non-Molestation Order, also known as an injunction and an Occupation Order.

- A Non-Molestation Order is a legal order that tells the abusive person to stop threatening, harassing or intimidating you.
- Injunctions tend to be granted for fixed periods of time, usually 12 months and can be renewed if necessary by reapplying to the court.
- Once granted, the order would be served on the abusive person and you would also receive a copy from your solicitor, so it's advisable to keep it somewhere safe.
- A copy of the order would also be sent to the Police.
- The breach of an injunction is now an arrestable offence meaning the abusive person could be arrested if they continue to harass/threaten you after the injunction has been granted.
- An Occupation Order is a legal order that makes the abusive person leave the home (if you currently live together) if they are considered to pose a risk to you.
- It provides you with the right to occupy the home.

There are other factors to consider if you do want to apply for either of these orders so you would need to discuss it further with your solicitor (a family law solicitor.)

Anyone is entitled to legal representation however you might have to contribute towards the cost if your disposable income is in excess of a certain amount (please seek legal advice about this).

If you are unsure of which solicitor to use or need further advice, you could also contact the Citizens Advice Bureau on 0191 478 5100.

Some people decide not to use a solicitor and to represent themselves in family law matters. This would involve you applying direct to the local family/county court (Gateshead court, Warwick Street, Gateshead, NE8 1DT.) Gateshead county court is contactable on 0191 477 5821 or via email - gatesheadcivil@hmcts.gsi.gov.uk. You can access advice on the internet about what representing yourself in court involves. There are also advice files that can be found in the local court itself.

➤ **Contact**

If you have children together, you might already have an agreement in place about how and when your ex partner sees them. If your ex partner hasn't been sticking to the agreement, stops abiding by this agreement or is being abusive to you through contact then you might want to consider stopping it. Your ex partner would need to seek legal advice (e.g. seeing a solicitor) about a more formal agreement that would ensure consistent contact for your child/children. You might want to seek your own legal advice about this for your own peace of mind however it is not your responsibility to start any proceedings. It is the responsibility of the non-resident parent

➤ **Housing**

In order to be considered for rehousing with Gateshead Council, you would need to complete an application and add your name to their waiting list. This can be obtained from Gateshead Housing Company or completed online.

If you needed to move urgently, it would be advisable to attend Gateshead Housing Options service for advice. To do this you would need to attend Gateshead Civic Centre and ask to see a housing officer. Their opening hours are Mondays to Fridays 10-3pm. Please take ID with you.

Alternatively to Gateshead Council, there are Housing Associations and private rented properties that might be available to you. You can obtain a list of all housing associations from Gateshead Council. In terms of private renting, Gateshead Private Landlords Association advertise a monthly list of available homes to rent. You can obtain this by accessing their website; Gateshead Private Landlords Association.

The Neighbourhood Relations Team is a section within Housing that deals with Gateshead residents who cause anti-social behaviour problems. Anti-social behaviour includes the use of domestic abuse. In some circumstances and with enough evidence, they can take legal action in a bid to stop that person causing any further problems and protect the victim(s). The council would be responsible for the legal costs and not the individual victims. You could ask about this service through your local housing office.

Emergency Housing

If you become frightened about staying in your own home, there are emergency refuges that could accommodate you and your children. The staff at the refuge could offer you advice and support about what to do next. You would not have to tell anyone else where you were. If you have a low income, there is a chance that you would not have to pay some or all of the rent there. If you would like to access a refuge, you could contact the National Domestic abuse Helpline on 0808 2000 247 or alternatively, ask a professional already involved with you. As below, you could attend Gateshead Housing options team for advice (based on the 1st floor at Gateshead Civic Centre.) Please take ID with you.

Emotional well being

Many people find that their emotional well being is affected both during and after their experiences of domestic abuse. Please talk to your GP if you find your mood is affected and does not improve. Your GP might be able to suggest both medical and therapeutic options. Please ask your GP more about these services if you are interested.

There are some numbers that you could find useful, including:

-National Domestic abuse Helpline	0808 2000 247
-Samaritans National Helpline	0845 90 90 90
-Northumbria Police	0191 454 7555
-Citizens Advice Bureau	0191 478 5100

If you are female and interested in getting time just for you that help build your confidence, some possible options could include

Tyneside Women's Health

They offer a wide range of short courses for women, including confidence building, which can help to prepare you for entering back into employment. Their telephone number is 0191 477 7898.

Sexual Health

Many people find that they need to seek advice about their sexual health during or after an abusive relationship. There are lots of confidential services in Gateshead that you can access. There are both drop in and appointment only sexual health clinics:

Monday	Trinity Square Health Centre	9-4:30 – drop in. (4:30-7pm appointment only.)
	Bede Centre, Felling	1-3:30pm appointment only
Tuesday	Trinity Square Health Centre	9-12:30 appointment only then 1pm-7pm drop in
	Dunston Health Centre	4:30-5:30 young person's under 25 drop in
		5:30 – 6:30 any age but appointment only
Wednesday	Trinity Square	1-4:30 drop in and appointment only 5-7pm
	Wrekenton Health Centre	1-4pm appointment only. 4:30-5:30 drop in for under 25's.
Thursday	Trinity Square	9-4pm appointments only then drop in from 4-7pm
	Blaydon primary care centre	9-12:30 & 1-4 appointment only
	Low Fell Clinic	6:15-7:30 – drop in
Friday	Trinity Square	drop in from 9-12:30 then appointment only 1-4pm
	Bede Centre	9-11:30am – appointment only
Saturday	Blaydon primary care centre	9-12 appointment only

If you feel that you have recently been sexually assaulted and would like some advice, you can contact REACH - 0191 221 9222.

Tyneside Rape Crisis Centre -222 0272 (office hours) is a branch of Rape Crisis Tyneside and Northumberland. Based in Newcastle upon Tyne, they provide

support and information for women and girls over 13 who have been affected by any form of sexual violence at any time in their lives.

Helpline and Email Support are available:

Tuesday, Wednesday and Thursday between 6 pm and 8.30 pm

Friday between 11 am and 2 pm - Telephone: 0800 035 2794

Email: emailsupport@rctn.org.uk

➤ **Substance Services**

Many people suffering from domestic abuse develop ways of coping. Sometimes, that might include alcohol or other substances. On occasions these substances can start to become a problem and you might not know how best to deal with it on your own. The service in Gateshead to help you if this is the case for you is Gateshead Recovery Partnership– 0191 594 7821.

This agency offers a confidential, non-judgemental service. Both medical and therapeutic services can be offered depending on what they think is suitable.

You can ring and refer yourself or you can ask a professional involved with you to make the referral, e.g. your GP or Housing Support Worker.

➤ **Safety for the Children**

Sometimes, even when you make efforts to shield and protect the children, they can often see and hear the domestic abuse taking place and become victims too. If you are worried about them, you could talk to your GP who might be able to suggest/refer you to services for support.

In addition to talking to your GP, you could:

- Tell school/nursery exactly who has permission to collect the children
- If the children have to change school, let them know
- Teach the children never to open the door without knowing first who is there
- Consider whether or not, its safe to leave with the children
- Let the children know that they are not to blame

Other Options:

- Change your phone number
- Block numbers that you don't wish to receive calls from
- Keep your social networking profiles private
- Be aware that there will be a local Community Police Officer who covers the area you live in now and where you move to, who could be part of your safety plan.

ALWAYS RING 999 IN AN EMERGENCY

National 24hr Domestic abuse Helpline:

0808 2000 247

Emergency Duty Team:

0191 4770844

(Mon – Thurs 5pm to 8:30am)

(Friday 4:30pm to 8:30am)

Nearest A&E dept is located:

QE Hospital, Gateshead

0191 482 0000

Gateshead Domestic Abuse Workers

0191 433 3333

(Mon -Thurs 8:30am – 5:00pm)

(Friday 8:30am - 4:30pm)

Appendix 3 – Information Sharing Form

Domestic Abuse Team

CONFIDENTIALITY AND INFORMATION SHARING AGREEMENT

- Our aim is:
 - To support you in whatever choices you make
 - Inform you of choices that are available to you
 - To create a safe environment for you to disclose sensitive and personal information
 - To respect your decisions
- The information below outlines how we will treat the information that you give us about yourself, your family and others and your circumstances.
- **It is important for you to read this information sheet and that a Domestic Abuse Worker also explains it to you. When you have read and understood the agreement sign and date it on the next page.**

The information you provide is confidential unless:

You consent to information being shared

OR

There is a risk of harm to you or your children

How will we treat any information that you give us?

We will use information you give us to help keep you and any children safe, we will also use this information to improve the service we offer you and others:

- Generally, the information that you share with us about yourself, your family and others and your situation will be treated as confidential by the Domestic Abuse Team.
- There may be times when it is useful for someone from the Domestic Abuse Team to share information about you with other agencies and we will ask your permission for this.
- **Information can be shared without your permission if you or your children are at risk of harm.**
- You have the right to access your file – your Domestic Abuse Worker will advise you of the process.

Improving the service we offer you:

- So that we can try to improve the service we offer, we might need to make your details and information you give us anonymous so that we can share it with agencies and researchers outside of our service. This helps us to monitor our performance, understand more about domestic abuse and the best ways to improve the lives of people who experience it.
- When we share information in this way the identities of our clients and their children will never be revealed.
- You can choose if you are happy for your information to be made available for these reasons. If you decide to say no, this will in no way affect the service that you receive.

CONFIDENTIALITY AND INFORMATION SHARING AGREEMENT 2/2
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So that we know you have read and understood this agreement please answer yes or no to each statement by placing a cross in the box. It is important that you answer yes or no to each statement.

	Yes	No
The confidentiality and information agreement has been explained to me.	<input type="checkbox"/>	<input type="checkbox"/>
I give permission for anonymised information about me to be used by other agencies and researchers for the purpose of monitoring and research.	<input type="checkbox"/>	<input type="checkbox"/>
I understand that information about me will be held confidentially unless I give my permission for it to be shared with others.	<input type="checkbox"/>	<input type="checkbox"/>
I understand that there are exceptions to this and in the event that I, or my children are at risk of harm, information about me can be shared without my permission.	<input type="checkbox"/>	<input type="checkbox"/>

Please sign and date the agreement:

Signature.....Date:.....

Print name.....

Domestic Abuse Worker Signature.....

If agreement explained and consented to over the telephone:

Domestic Abuse Worker's signature.....Date:.....

Agency name	Agency contact	Permission to share information (Yes or No)	Date	Date of review

Appendix 4 – Referral Form

GATESHEAD DOMESTIC ABUSE TEAM REFERRAL FORM



Date of referral:	
Name of referrer:	
Job title:	
Agency:	
Contact details:	

VICTIM

Surname:			
Forename(s):		DOB:	
Gender:		Ethnicity:	
Religion:		First language:	
Home address:			
Current address (if different):			
Safe Telephone Number:		Safe Time to Contact	
Other Safe Method of Contact:			
Is the Victim Still in a Relationship with the Perpetrator?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Is the Victim Pregnant?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Any Known Warnings:			

Substance Misuse/Alcohol Issues/Mental Health/Disability/Immigration related issues:

PERPETRATOR

Surname:			
Forename(s):		DOB:	
Home address:			
Any Known Warnings:			

CHILDREN

Are There Any Children in the Household? (If yes please complete below)	Yes <input type="checkbox"/> No <input type="checkbox"/>							
	Child 1	Child 2	Child 3	Child 4	Child 5	Child 6	Child 7	Child 8
Details								
DOB								
Address								
Relationship								

REASON FOR REFERRAL

Has Consent Been Obtained: Yes <input type="checkbox"/> No <input type="checkbox"/> (if no please record reason below)

RISK IDENTIFICATION CHECKLIST

Please explain that the purpose of asking these questions is for the safety and protection of the individual concerned.

	Yes	No	Don't Know
1) Has the current incident resulted in injury?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
2) Are you very frightened?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
3) What are you afraid of? Is it further injury or violence?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
4) Do you feel isolated from family/friends i.e. does (name of abuser(s) ...) try to stop you from seeing friends/family/doctor or others?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
5) Are you feeling depressed or having suicidal thoughts?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
6) Have you separated or tried to separate from (name of abuser(s) ...) within the past year?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
7) Is there conflict over child contact?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
8) Does (...) constantly text, call, contact, follow, stalk or harass you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:			
9) Are you pregnant or have you recently had a baby (within the last 18 months)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
10) Is the abuse happening more often?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
11) Is the abuse getting worse?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
12) Does (...) try to control everything you do and/or are they excessively jealous? (In terms of relationships, who you see, being 'policed at home', telling you what to wear for example.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
13) Has (...) ever used weapons or objects to hurt you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
14) Has (...) ever threatened to kill you or someone else and you believed them?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
15) Has (...) ever attempted to strangle/choke/suffocate/drown you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
16) Does (...) do or say things of a sexual nature that make you feel bad or that physically hurt you or someone else?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
17) Is there any other person who has threatened you or who you are afraid of?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
18) Do you know if (...) has hurt anyone else?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
19) Has (...) ever mistreated an animal or the family pet?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
20) Are there any financial issues? (For example, are you dependent on (...) for money/have they recently lost their job/other financial issues?)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
21) Has (...) had problems in the past year with drugs (prescription or other), alcohol or mental health leading to problems in leading a normal life?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
22) Has (...) ever threatened or attempted suicide?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:			
23) Has (...) ever broken bail/an injunction and/or formal agreement for when they can see you and/or the children? (You may wish to consider this in relation to an ex-partner of the perpetrator if relevant.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
24) Do you know if (...) has ever been in trouble with the police or has a criminal history?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			

STALKING & HARASSMENT ASSESSMENT

(Only complete this section if answered yes above to Question 8 - 'Does (...) constantly text, call, contact, follow, stalk or harass you?')

	Yes	No
1) Is the Victim frightened?	<input type="checkbox"/>	<input type="checkbox"/>
2) Previous domestic abuse and harassment history	<input type="checkbox"/>	<input type="checkbox"/>
3) Perpetrator vandalised or destroyed property?	<input type="checkbox"/>	<input type="checkbox"/>
4) Perpetrator turned up unannounced > 3 times a week	<input type="checkbox"/>	<input type="checkbox"/>
5) Perpetrator following victim or loitering near victim	<input type="checkbox"/>	<input type="checkbox"/>
6) Perpetrator threatened physical or sexual violence	<input type="checkbox"/>	<input type="checkbox"/>
7) Perpetrator been harassing third party since harassment began?	<input type="checkbox"/>	<input type="checkbox"/>
8) Perpetrator acted violently to someone else during stalking event?	<input type="checkbox"/>	<input type="checkbox"/>
9) Perpetrator engaged others to help?	<input type="checkbox"/>	<input type="checkbox"/>
10) Perpetrator been abusing alcohol/drugs?	<input type="checkbox"/>	<input type="checkbox"/>
11) Perpetrator been violent in the past	<input type="checkbox"/>	<input type="checkbox"/>

PROFESSIONAL JUDGEMENT

Is this Case Assessed as High Risk?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Is There Any Other Relevant Information (from victim or professional) which may increase risk levels?		
Consider Abuser's Occupation/Interests - Could this give them unique access to weapons?		

What Are The Victim's Greatest Priorities to Address their Safety?	
Do You Believe That There Are Reasonable Grounds for Referring This Case to MARAC?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If Yes, Have You Made a Referral?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do You Believe That There Are Risks Facing the Children in the Family?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If Yes, Please Confirm That You Have Made a Referral to Safeguard the Children:	
Do You Believe That There Are Any Additional Support Needs in relation to the Adult?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If Yes, Please Confirm That You Have Made a Referral to Adult Social Care:	

Please return the completed referral form to domesticabuseteam@gateshead.gov.uk. If you have any queries please contact the Domestic Abuse Team on 0191 433 3333.

Appendix 5 – Evaluation Form

Client Survey



www.gateshead.gov.uk

You have recently received support from a Domestic Abuse Worker from the Domestic Abuse Team.

We would be grateful if you could take a few minutes to give us some feedback relating to the support you received.

Your views are important to us and they will help us to improve services in the future.

Name:	
Address:	
Post Code:	
Contact details:	
Client ref:	

Question 1

How satisfied are you that accessing support from the Domestic Abuse Team was easy to do?

Very Satisfied Fairly Satisfied Fairly Dissatisfied Very Dissatisfied Neither Satisfied or Dissatisfied

Question 2

When a Domestic Abuse Worker first contacted you, how satisfied are you that you were advised about all of the support you could receive?

Very Satisfied Fairly Satisfied Fairly Dissatisfied Very Dissatisfied Neither Satisfied or Dissatisfied

Question 3

How satisfied are you with the safety planning advice you were given by the Domestic Abuse Worker?

Very Satisfied Fairly Satisfied Fairly Dissatisfied Very Dissatisfied Neither Satisfied or Dissatisfied

Question 4

How satisfied are you that the Domestic Abuse Worker kept in regular contact with you?

Very Satisfied Fairly Satisfied Fairly Dissatisfied Very Dissatisfied Neither Satisfied or Dissatisfied

Question 5

How satisfied are you overall with the support you were given by the Domestic Abuse Team?

Very Satisfied Fairly Satisfied Fairly Dissatisfied Very Dissatisfied Neither Satisfied or Dissatisfied

Question 6

How would you describe your satisfaction with the Domestic Abuse Worker who supported you?

A – They were helpful

Very Satisfied Fairly Satisfied Fairly Dissatisfied Very Dissatisfied Neither Satisfied or Dissatisfied

B – They treated me fairly

Very Satisfied Fairly Satisfied Fairly Dissatisfied Very Dissatisfied Neither Satisfied or Dissatisfied

C – They explained all of my options including housing, security measures and criminal justice options

Very Satisfied Fairly Satisfied Fairly Dissatisfied Very Dissatisfied Neither Satisfied or Dissatisfied

Question 7

How satisfied are you that receiving support from the Domestic Abuse Worker made you feel safer?

Very Satisfied

Fairly Satisfied

Fairly Dissatisfied

Very Dissatisfied

Neither Satisfied or Dissatisfied

Further Comments:

Do you have any further comments about the service you received from the Domestic Abuse Worker within the Domestic Abuse Team?

Thank you for taking the time to complete this survey.