Step 1 **Disclosure** **Must be responded to with 24 hours**	**Step 1 – Client discloses domestic abuse**

Step 1 – Client discloses domestic abuse

- Disclosures may be made in various situations – in the home, in person in the office, telephone call for example:
- establish if it is safe for the person to discuss their circumstances now
- if in the office take person to a confidential meeting room
- Establish what needs/requirements the person has – same sex interview; interpreter
- Try to put the person at ease and provide reassurance

Confidentiality - explain disclosure will be treated in strictest of confidence however, this may not be possible due to; General Data Protection Regulation; duty to disclose information in order to:

Protect the victim;

Prevent harm to someone else, or

Prevent or detect a crime

Step 2

Immediate action and assessment of risk

Are you concerned the person is in immediate danger?

Are you/others in immediate danger?

Yes – contact police immediately on 999

Consider emergency housing

Front Door Service 0345 2000 109

Step 3

Children and/or vulnerable adults

Does the person have children?

Is the person a vulnerable adult and/or there is a vulnerable adult in the household?

YES

Do you have safeguarding concerns? Follow See something, say something procedures

Refer to MASH Housing Officers

Step 4

Assessment process

Complete Safe Lives Risk Identification Checklist

All forms to

Critical/High Risk

Referral to MARAC & link with children and adult social care

Not High Risk

If you have concerns for the welfare of the person, contact police on 101 and request a Welfare Check be carried out

---

Step 5

Support and referral

Following the assessment process identify what support needs the person may have.

With consent and agreement of the person a referral can be made to Harbour

---

There are a number support services available to refer people to for further information:

Local Services:
Sanctuary scheme – a series of safety measures that can be installed in the home if the person is remaining in their home.

NT Harbour Domestic Abuse Support Service
Provides refuge accommodation for women, outreach for males and females over 16 years old, an IDVA service and group work. Access to the service is 24hrs a day by telephone with face-to-face contact between the hours of 9am to 8pm Monday to Friday and 11am to 4pm Saturday. Telephone (0191) 251 3305, 0300 0202 525 or visit www.myharbour.org.uk

Acorns project: Counselling, support and advice for children and young people, aged 6 - 18years old, who have witnessed domestic abuse. Telephone (0191) 349 8366 (office hours only) or visit www.acornsproject.org.uk

Victims First Northumbria: Support and advice to victims of crime throughout Northumbria. Telephone 0800 011 3116 or visit www.victimsfirstnorthumbria.org.uk

National Services: Home | Refuge National Domestic Abuse Helpline (nationaldahelpline.org.uk) - Free 24 hour helpline for women experiencing domestic violence and abuse.

Domestic Violence & Abuse · Emergency Injunction Service (ncdv.org.uk) - A free, fast **emergency injunction** service to survivors of domestic abuse and violence regardless of their financial circumstances, race, gender or sexual orientation.
Telephone: 0800 970 2070; Text NCDV to 60777; email: office@ncdv.org.uk

Women's Aid: Telephone 0808 2000 247 (free phone 24 hour helpline) or visit www.womensaid.org.uk (live chat facility available)

Galop: supporting LGBT+ people who are victims of domestic abuse, sexual violence, hate crime, so-called conversion therapies, honour-based abuse, forced marriage, and other forms of abuse. Telephone: 0800 999 5428

ManKind: help and support for male victims of domestic abuse. Telephone: 01823 334244; https://www.mankind.org.uk

Cannot return/chooses to Leave

If person has no safe other place of safety: -email DASH Risk Assessment to Housing Advice Team for immediate action and investigation

If person has a place of safety to go to:

Advice to complete Homefinder application

Update IT records

www.myharbour.org.uk

Housing Advice Line 0191 643 2520

Record information on IT system