

Guide to responding to Service Users or Residents Experiencing Domestic Abuse

Recognition:

- If a Service User or Resident discloses Domestic Abuse (DA), or if a member of staff suspects DA or witnesses an incident, staff should act quickly, professionally and proactively.
- Refer to relevant policy; Service User and Resident DA Policy, Safeguarding Policy.
- If the perpetrator is also a service user or resident, please refer to the Service User and Resident Domestic Abuse Policy (section 8).

Response:

- **Safety is a priority. In an emergency call 999. Do not intervene in the case of physical violence.**
- Speak to the service user or resident. Reassure them they are not at fault.
- Complete and score a DASH Risk Assessment (located on the intranet). Seek support from a DA Lead if required (list located on the intranet).
- Discuss and agree a safety plan.
- It may be appropriate to discuss a place of safety with the service user or resident if there are (co) location concerns.
- Alert any partner agencies involved with the service user or resident, including sharing any risk or safety plans (this should include SSJ Housing Management if appropriate). Obtain consent where possible/necessary.
- Seek guidance at any point from one of the DA Leads or line manager.

Report and Refer:

- Report as appropriate to the Police, your line manager, relevant colleagues, Domestic Abuse Lead, Local Authority.
- Refer to Local Authority DA guidance and follow process.
- Complete a serious incident report if appropriate (if unsure seek guidance from DA Lead or line manager).
- Complete a safeguarding report if appropriate (if unsure seek guidance from Safeguarding Lead, DA Lead or line manager).
- If the Service User is at high risk of harm or death, refer to MARAC (or MATAAC if a perpetrator) - details on the intranet for your local area, or refer to Local Authority guidance.
- Refer to any local domestic abuse agencies, including: IDVA, Stop! Domestic Abuse, Yellow Door, Hampton Trust.

Record:

- Accurately record all information on the case management system (Illy/Inform etc).
- Update risk assessment.