

# Information for professionals



### This leaflet explains:

- What we do
- When and how to make a referral into the Outreach Service and Refuge Services
- Our tiered approach to intervention within the Outreach Service.

### What we do

We are a voluntary service that provides specialist support to adults and children affected by domestic abuse. We are commissioned to provide the following services in Lincolnshire:

- Outreach support - **Adults**
- Outreach support - **Children**
- **IDVA– Support for high risk victims**
- **Refuge accommodation**

### Outreach Support Service – Adults and Children

The **outreach service** provides support to adult victims and children in the community that have been affected by domestic abuse. Service users are supported in relation **to risk, safety planning** and if required, **crisis intervention**. Once the immediate risks and threat of abuse has been addressed our Specialist Domestic Abuse Workers (SDAW) can provide further support if required, this may be over the **telephone, face to face or online interventions**.

#### Outreach Service Referral Criteria

**(Before making a referral please read our criteria below)**

- **There must be indicators of domestic abuse** (*see home office definition below*) or 2 or more stalking and harassment incidents.
- **Professionals must gain consent** and the willingness from the victim to actively engage with support.
- In order for the children to access domestic abuse support, **the non-abusive parent/caregiver must engage with the service**. \*Exceptions are *if they are a looked after child, SEND or are under a special guardianship*. \*For those children that are **16 years and under and are themselves in an abusive relationship** and requiring domestic abuse support, we can accept direct referrals.
- **Please send a completed DASH risk assessment with the outreach referral form.**

**The Home Office definition (March 2013) of domestic violence and abuse is:**

*“Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass, but is not limited to, the following types of abuse: psychological, physical, sexual, financial and emotional”*

The Government definition, includes so called 'honour' based violence, female genital mutilation (FGM) and forced marriage, and is clear that victims are not confined to one gender or ethnic group

**We will not accept a referral if:**

- There are arguments within the family setting with **no other signs of domestic abuse**
- It's an isolated incident, where both parties are intoxicated **rather than domestic abuse**.
- The perpetrator has got dementia or a related diagnosis and there is **no history of domestic abuse**
- The victim is already engaging with an IDVA
- All targeted work has previously been completed with the victim and there has been no further domestic abuse incidents, or a significant change in circumstances since their case was closed.
- The victim is wanting counselling support.

**If you are unsure if someone you are working with meets the criteria for outreach support, please do not hesitate to call our helpline for advice.**

**How to contact us**



Our **central helpline service** operates **Monday to Friday 9am – 5pm**. It is managed by specialist staff that are able to offer immediate support and advice and take referrals.

Call **01522 510041**

email: [info@edanlincs.org.uk](mailto:info@edanlincs.org.uk) or visit our website [www.edanlincs.org.uk](http://www.edanlincs.org.uk)

**How to make a Referral?**

- Victims can **self-refer** by calling our **helpline number (pressing 2 for outreach services)** or by contacting us by **email** or through our **website**.
- **Any professional** can make referral on behalf of a victim and his/her children by completing our **referral form** and **DASH** which can be found on our website [www.edanlincs.org.uk](http://www.edanlincs.org.uk)  
Once completed, please return to [info@edanlincs.org.uk](mailto:info@edanlincs.org.uk) (password protected) or use our secure email [info.secure@edanlincs.cjsm.net](mailto:info.secure@edanlincs.cjsm.net).

**If you do not hear from us within 2 working days to confirm we have received your referral, please contact us!**

## Triage Assessment

Once we receive the outreach referral, the **Triage Assessment Team** attempt to contact the victim within **48 hours** in order to carry out a triage assessment (*exceptions are if an interpreter is required or when it is unsafe to call and an alternative means of contact must be explored*). They will attempt to contact the victim **at least five times**, using different safe methods and **inform the referrer if they are unable to make contact**. The case will be closed if contact cannot be established, however, the victim can re-refer in at any time.

This triage assessment process effectively triages adult service users into **Tier 1, 2 or 3** support, which sets their referral pathway. Initial safety and support planning is also provided at this stage, along with any necessary crisis intervention. *Fig 1* below provides an overview of the **Adult Outreach Support Tiers** and *Fig 2 (page 4)* outlines the **Child and Young Person (CYP) Support Tiers**

Within each Tier the service user is allocated a **Specialist Domestic Abuse Worker (SDAW)** and, this is typically, between **24 hours** and **3 weeks**, depending on their tier classification. This may be subject to change if there is an escalation of risk. Once the **allocated worker** has established contact with the victim they will carry out an in-depth risk assessment and support them to explore the range, effectiveness and suitability of options to reduce their risk, ensure their safety and address their needs.

## Adult Outreach Support Tiers 1-3

**Fig 1**

Tier	Risk Level	Type/frequency of support
<b>Tier 1</b>	<b>Standard</b>	<ul style="list-style-type: none"> <li>Initial assessment (incorporating DASH RIC)</li> <li>Formulation of client led safety and support plan</li> <li><b>Short term intervention</b> consisting of: Initial telephone assessment, CYP screening assessment, refer to online SAFE and up to a further 2 telephone support sessions. <b>Max length of support 2 months</b></li> <li>Support to access signposted agencies</li> </ul>
<b>Tier 2</b>	<b>Medium</b>	<ul style="list-style-type: none"> <li>Initial assessment (incorporating DASH RIC)</li> <li>Formulation of client led safety and support plan/s (Reviewed every 6 weeks or if significant change in circumstances <b>Max length of support 6 months</b>)</li> <li>1:1 sessions either face to face or telephone to be conducted with the offer of online SAFE</li> <li>CYP screening assessment completed within the first two sessions</li> <li>Support to access sign posted agencies</li> </ul>
<b>Tier 3</b>	<b>High Risk</b>	<ul style="list-style-type: none"> <li>High risk cases are referred to MARAC</li> <li>Victims who consent are referred to the IDVA (<b>Independent Domestic Violence Advisor</b>) service. IDVA's provide specialist support to victims aged 16 and over, who are assessed as <b>high risk of homicide or serious injury due to domestic abuse</b></li> <li>Typically, short term intervention to manage current risk</li> </ul> <p><b>Tier 3 operates as a separate service to Outreach Service Tiers 1 and 2</b> MARAC referrals <b>cannot</b> be made via the outreach service referral pathway. Instead, <b>the MARAC referral form and completed DASH Risk Assessment should be sent to the MARAC team</b> by secure email only: Email: <a href="mailto:MaracReferral@lincolnshire.gov.uk">MaracReferral@lincolnshire.gov.uk</a></p>

## S.A.F.E Course

**S.A.F.E** stands for **Safety, Awareness, Freedom and Empowerment**. The S.A.F.E course explores the dynamics of abuse, it helps victims to better understand their experiences and empowers them to make positive, healthy and safe choices for their future. The course is designed for adults and is primarily delivered through e-learning, however, if required it can be delivered on a 1:1 basis.

There are 4 learning modules within S.A.F.E including '*How domestic abuse impacts on children*'. The aim of this module is to increase the non-abusive parent/caregiver's knowledge and awareness of the effects of domestic abuse on children and how they can help their own children to recover.

## Outreach Support – Children and Young People (CYP)

We provide support to children and young people affected by domestic abuse and adopt a tiered approach to intervention, prioritising those children at most risk and in most need. **A CYP assessment** is completed in consultation with **every parent engaged in service**.

The aim of the CYP assessment is to ascertain any worries, concerns, risk factors and unmet needs. Also, to examine what's working well, the protective factors and to decide on 'next steps'. The wishes of the non-abusive parent/caregiver and the CYP are paramount in this process. We also consider what agencies/ services are currently supporting or could potentially support the family/CYP, being mindful to avoid duplication and/or overwhelming the child/young person.

**The outcome of the CYP assessment then sets the CYP tier support pathway.** Tier classification/ interventions may be subject to change if there are risk concerns; if there is significant change in circumstances or if the parent/caregiver or CYP declines the support.

## Children and Young People (CYP) Tiers 1-3 Fig 2

Tier	Type/frequency of support
<b>Tier 1 Aged 0-16</b>	<b>Children with low level of risk and less serious problems arising from domestic abuse.</b> <b>No Child and Young Person Worker (CYPW)</b> is allocated but <b>Indirect support is provided by the SDAW supporting the parent/caregiver and includes:</b> <ul style="list-style-type: none"><li>• Risk assessment and family safety planning with the non-abusive parent/caregiver.</li><li>• Early Help Assessment, if required.</li><li>• Attending or reporting into TAC, Child in Need or Child Protection.</li><li>• Non-abusive parent/caregiver offered SAFE.</li></ul>
<b>Tier 2 Family Focus</b>	<b>Children aged 5-16 years requiring more specialist support than that provided at Tier 1.</b> <b>Internal referral is made by the SDAW to the CYP service for direct family support.</b> <b>Direct support within Tier 2 consists of:</b> <ul style="list-style-type: none"><li>• Up to 3 x Family Focus sessions (with parent/caregiver and child/ren) facilitated by the CYPW and then a 'homework' session set by the CYPW to support rebuilding relationships and promoting quality family time.</li><li>• Family Focus aims to strengthen relationships undermined by the domestic abuse and supports the family to stay safe and work together to achieve a positive future.</li><li>• Access to <b>Indirect support</b> (as outlined in Tier 1)</li><li>• Non-abusive parent/caregiver offered SAFE.</li></ul>

<p><b>Tier 3 Direct 1:1 support</b></p>	<p>Children aged 5-16 years assessed as having higher levels of risk or more serious effects from domestic abuse.</p> <p><b>Internal referral is made by the SDAW to the CYP service for the child/ren to access 1:1 support from a CYPW.</b> In order for the children to access CYPW support, the non-abusive parent/caregiver must be engaging with the adult tiered service as outlined in Fig 1.</p> <p><b>Exceptions to this rule are:</b></p> <ul style="list-style-type: none"> <li>- Looked after child, those with SEND or are under a special guardianship and those children that are 16 and under and are themselves in an abusive relationship and requiring specialist domestic abuse support. <b>In these cases, we can accept external referrals from professionals to the CYP service.</b></li> </ul> <p><b><u>Direct</u> support provided by a CYPW consists of:</b></p> <ul style="list-style-type: none"> <li>• <b>Up to 6 x 1:1 domestic abuse support sessions.</b> The focus is safety planning and supporting the CYP to better understand their experiences and overcome the impact of abuse.</li> <li>• Formulation of an individual, age appropriate child/young person's safety plan.</li> <li>• If appropriate, Family Focus may also be provided.</li> <li>• Access to <b><u>Indirect support</u></b> (as outlined in Tier 1)</li> <li>• Non-abusive parent/caregiver offered SAFE.</li> </ul>
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## Refuge Service

Our Refuge service provides safe, temporary accommodation for adults with or without children, who are experiencing domestic abuse.

We have both **dispersed** and **multi occupancy refuge** accommodation within Lincolnshire. We can also support victims to access other refuge services in the country.



**How to refer?** Those seeking refuge can self-refer to our Refuge Service, or alternatively a professional can make a referral on behalf of the victim/family.

Please note, that our Refuges will not accept a victim/family from their local area as this is usually where they are most at risk. Also, any of our refuges accepting an individual/family would have to be a “safe” distance away from any areas where the abuser has connections.

For further information please visit [www.edanlincs.org.uk](http://www.edanlincs.org.uk) or contact our central helpline service, on 01522 510041 pressing option 1 for Refuge services