

**RECOGNISE INDICATORS** of domestic and sexual violence and abuse:

**FOR VICTIMS:**

**Behaviour:** Frequent appointments with vague symptoms; injuries inconsistent with explanations; partner/carer consistently speaks on behalf the service user; reluctant to speak; appears anxious/fearful/confused, inconsistent information disclosed, dramatic changes in personality, forgetful, frighten, disclosure of unexpected marriage plans, isolation from established support networks and money going missing or money being given away (i.e. financial abuse)

**Injuries and damage following assault:** Bruises, burns, fractures, facial injuries, scars, bite and pinch marks, tooth and hair loss, scratches, damage to aids i.e. wheelchair, hearing aids or specialist equipment needed by service users, damage to property and personal belongings

**Illnesses/conditions living with and after abuse:** Headaches, chronic pain, gastrointestinal disorders, unexplained weight gain or loss, erratic use of prescribed medication for mental health and/or physical conditions, variations dispensing of medication i.e. too frequent or infrequent

**Rape & Sexual Violence:** Miscarriage, STIs, vaginal & anal bleeding and infection, painful intercourse, pelvic pain, recurrent UTIs., frequent abortions, sexual exploitation i

**Psychological or psychosocial problems:** Depression, anxiety, insomnia, somatic symptoms, PTSD symptoms, self-harm, suicidal ideation, increased substance use, mood swings

**FOR PERPETRATORS:** Most common presenting issues are depression and concerns about anger management



If you have concerns, **ASK THE QUESTION** about experiences of domestic and sexual violence or abuse:

- Ensure you speak to the service user alone and cannot be overheard
- Use a standard question *FOR VICTIMS*: Are you ever afraid at home? Has your partner/carer ever frightened or scared you? Has your partner/carer ever physically hurt you? Have you ever been forced to do something sexually that you did not want to?
- Use standard question *FOR PERPETRATORS*: Are you concerned about your behaviour? Has your partner/have your children ever appeared frightened or scared by your behaviour?



**Service user discloses abuse**

**No disclosure**

**PROVIDE INFORMATION** verbally and written, signpost to websites

**RECORD** any concerns or indicators of abuse

Periodically **ASK THE QUESTION**

**PROVIDE A KEY MESSAGE:** "I believe you. I am glad you told me", "You are not alone/around 1 in 3 women will experience domestic or sexual violence in their lifetime", "I am concerned about your health and safety", "This is not your fault", "You are the expert on what you need", "Domestic and sexual violence can affect the way you think or feel, is this true for you?" Offer following appointment so service users has an excuse to come back

**COMPLETE INITIAL RISK ASSESSEMENT**, by asking *VICTIM*:

- Is the abuse current/recent or historic?
- Is it safe for the service user to go home right now?
- Are there children or other vulnerable adults in the family?
- What threats has the perpetrator made? What does the victim fear might happen?
- Has the abuse escalated in severity or frequency recently?



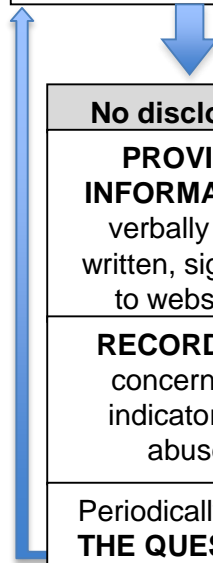
If there are children or vulnerable adults involved, **ENSURE** relevant safeguarding policies and guidance are followed



If you have concerns for immediate safety, discuss **CALLING POLICE** with patient



If you have further concerns about current abuse or recent separation, or the patient asks for support, **REFER ON**



## USEFUL CONTACTS

### *VICTIMS of Domestic Violence to:*

- **Freephone National 24hr helpline (0808 2000 247)** for female victims in need of confidential emotional support, practical advice, safety planning and referrals to refuge and emergency accommodation
- **Men's Advice Line (0808 801 0327)** for male victims
- **Broken Rainbow Helpline (0300 999 5428)** for lesbian, gay, bisexual and transgender people
- **Hounslow Domestic Violence Outreach Service (0208 247 6163)** – crisis intervention offering advice to anyone experience domestic violence
- **Refuge Floating Support (0208 742 7745)** – provides support for women and children affected by domestic violence
- **Hounslow Victim Support** – support for low risk victims of domestic violence
- **Women and Girls Network Advice Service (Freephone 0808 801 0660)** – offering specialist advice, information and support on domestic and sexual violence
- **One Stop Shop**
- **Eastern European IDVA Service**
- **Hounslow Police Community Safety Unit (0208 247 6584)** – specialist police unit investigating domestic violence crimes
- **The Phoenix Project (0208 844 0309)** – provide counselling for children, families and adults, including those affected by domestic violence

**Dial 999 in an emergency**

### *Mothers and Children affected by DV to:*

- **Domestic Violence Parenting Support (0208 583 4143)** – a free service for children and mothers affected by domestic violence, offering a Mothers' support group and 1-1 outreach sessions with women and/or children
- **Let's Talk Programme (0208 583 6600)** – free 12 week structured therapeutic group programme for children between 5 and 13 years of age affected by domestic violence, with a parallel programme for mothers
- **Stephen's Place Children's Centre (0208 741 8020)** – support for children aged 3-17 years who have been affected by domestic abuse

### *VICTIMS of Sexual Violence to:*

- **The Haven (020 3299 1599)** for crisis intervention, forensics or criminal justice support for women and men (for incidents within last 12 months)
- **West London Rape Crisis (0208 567 7347)** for telephone or face-to-face counselling for women and girls affected by rape and sexual violence
- **Women and Girls Network Freephone Sexual Violence Helpline ( 0808 801 0770)** – specialist over the phone emotional support for women and girls who have experienced sexual violence
- **Independent Sexual Violence Advisor (0203 312 1101)** for telephone or face to face counselling for men and women for current or historical abuse

### *VICTIMS of Forced Marriage to:*

**Forced Marriage Unit (0207 008 0151 or 0207 008 1500)** – advice & support for victims of forced marriage in the UK or abroad

*PERPETRATORS* to **Respect Phonenumber (0808 802 4040)**

**RECORD any details of domestic and sexual violence provided by service user and any action taken**

**CONTINUE TO OFFER SUPPORT** utilising best practice and advice from voluntary sector and other partners