

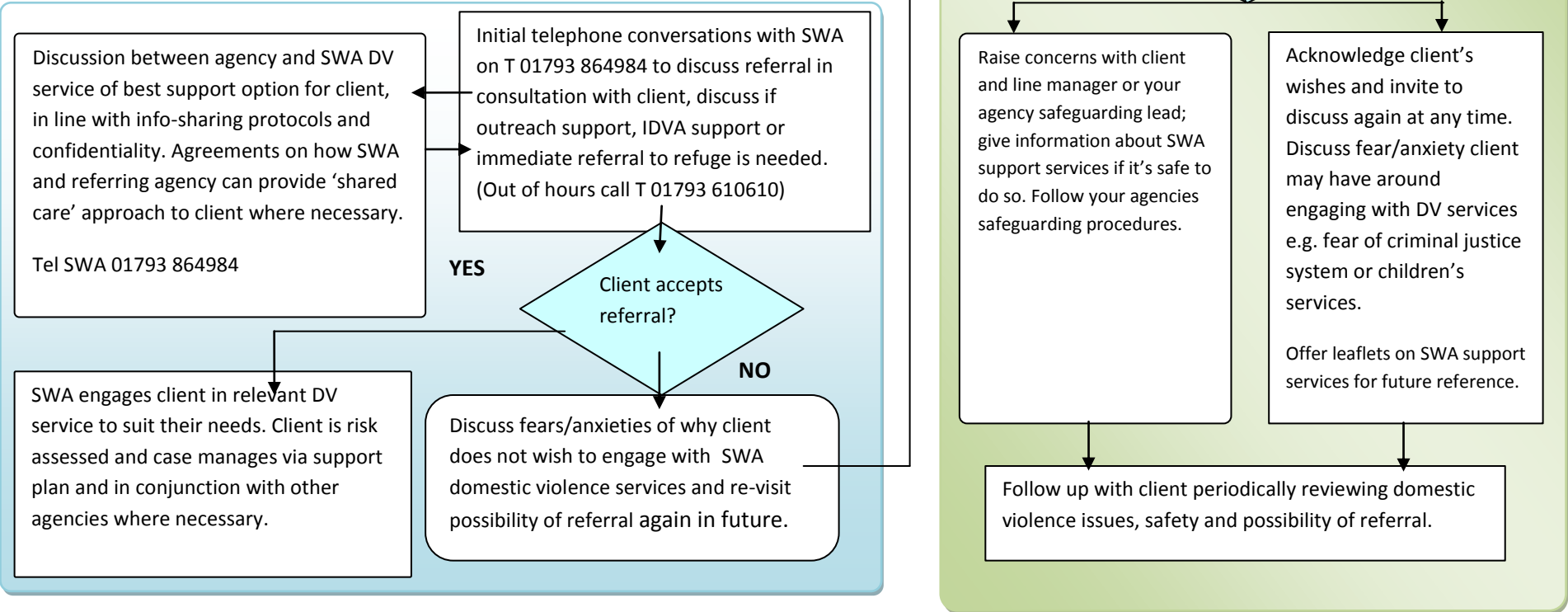
Referral Pathway for Swindon Agencies to Swindon Women's Aid Domestic Violence Services



Issue of domestic violence raised by client or worker during contact.

Routine enquiry or during an assessment and/or on-going contact with a client, DV is raised as an issue...

Agency discusses DV risks with client and if they are immediately safe from harm. Worker provides information about SWA support service (Community outreach, Independent DV Advocacy or emergency refuge accommodation) and offers referral



Discussion between agency and SWA DV service of best support option for client, in line with info-sharing protocols and confidentiality. Agreements on how SWA and referring agency can provide 'shared care' approach to client where necessary.

Tel SWA 01793 864984

Initial telephone conversations with SWA on T 01793 864984 to discuss referral in consultation with client, discuss if outreach support, IDVA support or immediate referral to refuge is needed. (Out of hours call T 01793 610610)

YES

Client accepts referral?

NO

SWA engages client in relevant DV service to suit their needs. Client is risk assessed and case manages via support plan and in conjunction with other agencies where necessary.

Discuss fears/anxieties of why client does not wish to engage with SWA domestic violence services and re-visit possibility of referral again in future.

Raise concerns with client and line manager or your agency safeguarding lead; give information about SWA support services if it's safe to do so. Follow your agencies safeguarding procedures.

Acknowledge client's wishes and invite to discuss again at any time. Discuss fear/anxiety client may have around engaging with DV services e.g. fear of criminal justice system or children's services.

Offer leaflets on SWA support services for future reference.

Follow up with client periodically reviewing domestic violence issues, safety and possibility of referral.