

REFERRAL GUIDELINES FOR DOMESTIC ABUSE SERVICES

These guidelines are designed to assist with referrals into Harbour's service and should be read alongside the Family Referral Form.

The service works holistically with families that have or are currently experiencing domestic abuse. Harbour staff devise support plans with each member of the family to tailor the service to their needs.

CONTACT DETAILS

Harbour provides a single point of access for all services and our Client Services team can be contacted on:

General Enquiries: referrals@myharbour.org.uk
Referrals: harbour.referrals@harbourdas.cjsm.net

Telephone: 03000 20 25 25

DEFINITION OF DOMESTIC ABUSE

Any incident or pattern of incidents of controlling, coercive, 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. The abuse can encompass, but is not limited to:

- psychological
- physical
- sexual
- financial
- emotional

Controlling behaviour

Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour

Coercive behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.

GENERAL INFORMATION ABOUT THE REFERRAL PROCESS

In all dealings with referring organisations, Harbour seeks to be positive and transparent and expects the same from those making referrals. Harbour requires as much information as is known during the referral process to ensure the correct decision is made on the referral for the benefit of the individual and/or family.

A referrer should expect an update or response from Harbour no more than 3 working days after making the referral, if this is not received then the referrer is advised to check that the referral has been received using the contact details provided at the front of this document.

Referrals will be dealt with in line with the parameters agreed with commissioners.

All referrals should be **emailed** to Harbour using the details published above, preferably using the secure email address.

REFERRAL CRITERIA

To make a referral into Harbour one or more members of the family should be living with the effects of domestic abuse. The abuse may not be current but if the experiences are still impacting on that individual then the referral will be considered.

Where an individual presents with complex needs, Harbour must believe it can effectively work with that individual in relation to their experiences of domestic abuse. The balance of this judgement rests with whether the individual can demonstrate that they are functioning independently in their daily life, in which case they should be able to benefit from Harbour's service.

An individual should not present an unacceptable risk to Harbour employees in order to access Harbour's service.

WHOLE FAMILY APPROACH

This referral pathway is for a whole family so when the referral is received Harbour will seek to assess the needs of all significant family members and offer appropriate interventions to those where we believe a need can be met by Harbour.

We can only offer this, the members of the family may of course decline the services offered and this will be fed back to the referrer.

Where a need is identified for a different service, Harbour will signpost the individual onto an appropriate service and feed this back to the referrer.

We would ask that referrers make it clear to families that this is how Harbour will respond to the referral.

COMPLETING THE REFERRAL FORM

The following notes refer to the corresponding sections of the referral form:

1. THE REFERRER

Please indicate the time and date of the referral, this enables Harbour to monitor the time taken for referrals to be processed.

Service Areas:

This confirms the local authority area where the person experiencing domestic abuse is currently living

Who is this referral for:

Please confirm which family members you believe require support but note that Harbour staff will assess and consider all services and offer those we believe would be beneficial. If you have nominated an adult for support, we will assume that you will have made them aware that you are referring them to Harbour.

2. FAMILY DETAILS

Please provide as much information as possible for all members of the family including the person experiencing abuse, the abuser and any children.

Please also provide details on any other significant family members, in particular those living within the same household and/or with any vulnerabilities.

Please ensure you confirm that the named adults are aware of the referral and consent to Harbour gathering and storing their details as without this we cannot make contact with them.

3. BACKGROUND INFORMATION

Please provide as much information as possible, in particular about the reason for the referral.

The referrer should provide any relevant information about specific needs and requirements of the individual in line with their culture or faith. Wherever possible, Harbour will endeavour to meet these needs, with assistance from other agencies as appropriate.

4. REFUGE SERVICE ONLY

This should only be completed if refuge accommodation is required.

5. CONFIRMATION

Indicate you have read and understood the declaration by including your name and the date in this section.

APPEALING DECISIONS

If the referrer or the individual disagrees with the decision, the appeals procedure involves contacting the Service Manager in the first instance to express why the decision not to support should be reviewed.

If this does not lead to a resolution to the satisfaction of all parties, then a formal appeal should be made to the Chief Executive of Harbour, in writing, explaining clearly why the decision is disputed.

The Chief Executive will respond to such appeals, in writing, within five working days. Further information about the appeals procedure can be obtained by calling 03000 20 25 25 or emailing info@myharbour.org.uk.