

Domestic Abuse Script during COVID19 (This is not a recording form, please update your online records and systems in line with usual processes)

Date:		Options:	
Time:		Call Police - immediate Risk (999)	
Client Name:		Caller consents to a referral to Hestia (use referral form provided)	
Address:		Caller does not consent to a referral to Hestia - provide Hestia number to the caller to allow them to self-refer & tell them about Bright Sky app	
Phone Number:		Other action taken	
Worker:		Confirm this person is marked as VP on Academy (Launcher) if you have access	

Thank you for sharing your situation, can you tell me is it safe to talk at the moment?

(If not, ask for a safe number and time to call back, ask if it is safe to text/Whatsapp or leave a message)?

Do you feel at risk at the moment? If so why? Get address and call 999.

If not at immediate risk explore what is happening? Why they feel scared, who or what are they scared of?

Notes on what is being disclosed, concern, worries:

We have services in Slough that support people who are suffering with domestic abuse, can I arrange for someone to call you when it is safe to do so?

HESTIA - For confidential help & support - Hestia provides a specialist domestic abuse service in Slough. This service will provide practical and emotional support to women & men who are victims of domestic abuse, and who are 16 and over. If the caller consents to a referral to Hestia, please complete referral form (only fill in what you know on the form)

Hestia can be reached Monday – Friday, 9am - 5pm. Email Slough.IDVA@hestia.org or call 01753 477352.

If the callers does not consent to a referral to Hestia, but want to know more about domestic abuse and how to get support, please provide them with the local Hestia number, and the 24 hour domestic abuse helpline number. You can also signpost them to the victims first hub website for a wide range of Thames Valley based services, and tell them about the 'Bright Sky' app which can be downloaded on IOS & android. It looks like a weather app but has education, support and a recording facility.



Victim First Hub: 0300 1234 148 or <https://www.victims-first.org.uk/>

Domestic Abuse Helpline: 0808 2000 247 or <https://www.nationaldahelpline.org.uk/>

Notes on advice provided and any follow up actions, e.g. police called, Hestia referral etc.

**For consultation, advice & guidance please contact:
Rachel Axtell SBC Domestic Abuse Co-ordinator on 07786 676167 or
Andrea Lawrence Hestia Service Manager on 07930 664257**