

## UAVA - Frequently Asked Questions for Professionals

Question	What you can expect	Next Steps
<p>What is the process if there is no answer on the Professional Advice Line?</p>	<p>The UAVA Professional Advice / Business Line is open Monday to Friday between 8am - 6pm.</p> <p>UAVA endeavour to answer calls to the Professional Advice / Business Line at the first attempt. However when call handlers are busy with another call there will be an option to leave a voice mail message.</p>	<p>UAVA aims to respond to all voice mail messages within the same or next working day.</p> <p>If the matter is urgent you can call the Helpline or send an email to <a href="mailto:info@uava.org.uk">info@uava.org.uk</a>.</p>
<p>I have experienced a delay in response from the UAVA professional's line or the response falls outside acceptable limits. – Which contact email should I use to ensure it is logged and addressed swiftly by a manager?</p>	<p>UAVA is committed to providing the highest level of service at all times. We recognise that from time to time there may be a need to raise a concern about an aspect of our work.</p> <p>To do this clients and professionals can raise their concerns by contacting the relevant UAVA Business Line Manager or relevant Service Manager (see end of document for all managers' details).</p> <p><b>Business Line Service Manager:</b>            Kelly Glenn  <a href="mailto:Kelly.glenn@wallaction.org.uk">Kelly.glenn@wallaction.org.uk</a></p> <hr/> <p>Tel: 0116 244 1486            Mobile: 07966 391746</p>	<p>If you are still unhappy about any element of our service and would like to lodge a formal complaint please write to us at:</p> <p>Email: <a href="mailto:feedback@uava.org.uk">feedback@uava.org.uk</a></p> <p>Write to us at:            UAVA Ltd            PO Box 26              Leicester            LE1 1AA</p>
<p>I have concerns about a victim/existing UAVA service user and need to share these with UAVA.</p>	<p>If you know the contact details of the allocated worker you can contact them directly. If not, you can contact the UAVA Professional Advice / Business Line. The line is open Monday to Friday between 8am - 6pm.</p>	<p>If you haven't gone straight to the worker your call handler will listen to your concerns, update the client record and notify the relevant team / case worker via email. The worker will attempt to contact you the next time they are on shift.</p>

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<p>I have significant concerns about the immediate safety of a victim/existing UAVA service user.</p>	<p>UAVA are not an emergency service.</p> <p>If you have significant concerns regarding the immediate safety and wellbeing of an individual please follow your agencies safeguarding policies.</p> <p>In the event of an emergency please contact the Emergency Services on 999.</p>	<p>Wherever possible once the immediate safety action has been taken please contact the Professional Advice / Business Line, or the worker if you know who that is, to update them on the situation.</p> <p>Your call handler will then update the client record and notify the relevant team / case worker via email.</p>
<p>I need an update on an open UAVA case.</p>	<p>Contact the worker directly if you know who they are or ring the Professional Advice / Business Line. When ringing the Business Line the call handler will be able to update you on the actions taken to date.</p> <p>Your call handler will be able to tell you if the case has been allocated to team / case worker.</p> <p>They will be able to provide you direct contact details for the case worker / team as appropriate.</p>	<p>If requested your call handler is able to send a contact request via email to the appropriate service / case worker asking them to get in touch with you or can give you the workers contact details.</p>

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<p>It is unsafe and my client needs to leave their property today... what should I do?</p>	<p>Contact the Professional Advice / Business Line to discuss your concerns and make a referral through to UAVA's Refuge service. The refuge team will make contact with the clients and discuss the available refuge space.</p> <p>If there is no space in the local refuges the team will discuss alternative provision and make the relevant referrals to those services.</p> <p>UAVA's Refuge service operates Monday to Friday 8am – 6pm. Outside of these hours please contact 0116 235 3757. If there are no spaces available caller will be given the national DV helpline number for spaces OOA.</p>	<p>If a non-emergency referral has been made out of hours the refuge team will make contact with the client on the next working day.</p> <p>If a client declines refuge the team will discuss alternative support available and make referrals through to the relevant team/s.</p>
<p>I have completed a DASH RIC and made a referral for a client, however, they have not received call from UAVA.</p>	<p>UAVA will make a minimum of 3 attempts to contact the client on different days. If, after 3 unsuccessful contact attempts, the Helpline are not able to establish contact with the client they will contact the referrer to notify them and the case will be closed.</p> <p>If you haven't heard from UAVA after this time you can contact the Professional Advice / Business Line. Your call handler will be able to update you on the actions taken to date and check the contact details for the client have not changed. If details have changed please notify the Professional Advice / Business Line.</p> <p>Check that the safe means of contact have been clearly documented on the referral form.</p> <p>Encourage the client to contact the Public Helpline on 0808 802 0028.</p>	<p>Wherever possible referrals received with a completed DASH RIC will be triaged and allocated to the relevant service within 24hrs of receipt of referral.</p> <p>UAVA teams will attempt to make initial contact with clients to complete a support plan and needs assessment within 48hrs.</p> <p>If this has not happened and you are dissatisfied with the response from UAVA you can make a formal complaint please write to us at:</p> <p>Email: <a href="mailto:feedback@uava.org.uk">feedback@uava.org.uk</a> OR write to us at:</p> <p style="text-align: right;">UAVA Ltd PO Box 26 Leicester LE1 1AA</p>

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<p>I want to make a referral but I have not had formal DASH Risk Assessment Training.</p>	<p>Make a referral as normal either by telephone via the Professional Advice / Business Line or by completing a referral form and submitting to UAVA.</p>	<p>Once the referral has been received the Helpline team will attempt to make contact with the client; complete the DASH Risk Indicator Checklist, complete a support needs assessment and make the referral to the relevant team.</p> <p>The Helpline aims to make initial contact attempts to clients within 24 working hours of receipt of referral.</p> <p>UAVA will make a minimum of 3 attempts to contact the client on different days. If, after 3 unsuccessful contact attempts, the Helpline are not able to establish contact with the client they will contact the referrer to notify them and the case will be closed unless alternative contact details can be established.</p>
<p>I am calling from children's duty/adult social care and need UAVA's voice in an urgent strategy meeting.</p>	<p>Contact the worker directly if you know who they are or contact the appropriate Service Manager (details at end of document). If you do not the worker or the appropriate team, ring the Professional Advice / Business Line. Your call handler will be able to update you on the actions taken to date.</p> <p>Your call handler will be able to provide you direct contact details for the case worker / team / service manager as appropriate.</p> <p>Your call handler will send an email to the relevant service manager notifying them of your request for representation or information as appropriate.</p>	<p>UAVA are committed to partnership working to improve outcomes for clients. Wherever possible we will participate in urgent strategy meetings however where a representative is not available a verbal report can be provided by the Professional Advice / Business Line to the Chair/meeting lead.</p>

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<p>I am working with a client whom I feel would benefit from UAVA support, however, he/she does not want me to make a referral.</p>	<p>Consent must be obtained from a client before making a referral to UAVA unless safeguarding concerns override consent (including high risk clients scoring 14 plus on the DASH Risk Assessment).</p> <p>Discuss the support available through UAVA and how you feel it could benefit your client.</p> <p>Give your client the UAVA Public Helpline number 0808 802 0028 and encourage them to make contact if and when they are ready.</p> <p>Explore the support available with the client via the UAVA Website <a href="http://www.uava.org.uk">www.uava.org.uk</a></p>	<p>Unless there are significant safeguarding concerns, referrals received without consent will be rejected and referrers will be notified via email.</p> <p>If you are able to obtain consent you can re-submit the referral at any time.</p>
<p>I made a referral for a client previously but they declined support. They are now ready to engage what should I do?</p>	<p>If you become aware of a new incident or a change of circumstances such as the client is now ready to engage with support - gain consent from the client to make a new referral to UAVA.</p> <p>Ensure that new and re-referrals include an update on the situation, client circumstances, identify any new or additional support needs and include safe current contact information.</p>	<p>Consent must be obtained each time a referral is made to UAVA unless safeguarding concerns override consent (see 'I have significant concerns' below).</p>

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<p>I have significant concerns regarding a client however he/she does not want me to make a referral to UAVA.</p>	<p>Be clear about your concerns and reasons for sharing information without consent on the referral.</p> <p>You can always contact the Professional Advice / Business Line to discuss your concerns first.</p> <p>Email completed UAVA referral form for UAVA's IDVA Service via secure email to <a href="mailto:secure.referral@uava.cjsm.net">secure.referral@uava.cjsm.net</a> or via normal email to <a href="mailto:referrals@uava.org.uk">referrals@uava.org.uk</a> (referrals can be password protected or sent securely using Egress). If password protecting please ensure the password is sent separately.</p> <p>Ensure you comply with your agencies policy on sharing information without consent.</p> <p>Consider risks to any children/3<sup>rd</sup> parties and follow your agencies safeguarding policies.</p>	<p>In circumstances where risk overrides consent referrals can be made to UAVA's IDVA service.</p> <p>Cases can be presented and discussed at MARAC with or without consent.</p> <p>UAVA's IDVA service will attempt to make contact with the client within 48hrs of receipt of referral.</p>
<p>The client is still living or in a relationship with the perpetrator... can they still get support?</p>	<p>Yes... UAVA services for anyone living in Leicester, Leicestershire or Rutland affected by or at risk of domestic abuse or sexual violence.</p> <p>Make a referral as normal either by telephone via the Professional Advice / Business Line or by completing a referral form and submitting to UAVA.</p> <p>Ensure that you record clearly <b>safe</b> contact details on the referral and inform UAVA of the client's circumstances.</p> <p>Consider risks to any children/3<sup>rd</sup> parties and follow your agencies safeguarding policies.</p>	<p>UAVA's assessment will consider additional risks posed to victims that are still in abusive relationships and support will be tailored to their needs.</p>

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<p>My client has disclosed that he/she has been sexually assaulted by a stranger... can they still get support?</p>	<p>Yes... UAVA's Independent Sexual Violence Advisors (ISVAs) are trained to provide emotional and practical support to survivors of rape, sexual abuse and sexual assault who have reported to the police or are considering reporting to the police.</p> <p>Make a referral as normal either by telephone via the Professional Advice / Business Line or by completing a referral form and submitting to UAVA.</p>	<p>UAVA's full range of services will be available for victims of sexual abuse including for those who do not want to report to the police and includes Outreach and groups. The support plan will be based on the needs assessment completed following the referral. UAVA will attempt to make contact with the client within 48hrs.</p>
<p>I have made a referral to UAVA's ISVA team but my client says they haven't heard anything... what should I do?</p>	<p>Contact the Professional Advice / Business Line. Your call handler will be able to update you on the actions taken to date.</p> <p>Your call handler will be able to tell you if the case has been allocated to team / case worker.</p> <p>They will be able to provide you direct contact details for the case worker / team as appropriate.</p>	<p>Wherever possible referrals received will be triaged and allocated to the relevant service within 24hrs of receipt of referral.</p> <p>Timescales for UAVA specialist ISVA support:</p> <p>High Risk / Immediate Safety Issues - 24-48 hrs</p> <p>Current investigation / Immediate Safety Issues / Trial within 3 months / Homelessness - 48-72hrs</p> <p>Support with VRI / GUM clinic / Visit / Support to Report - 4-6 weeks</p> <p>Appeal Support / Awaiting Court Date - 8-10 weeks</p> <p>If this has not happened and you are dissatisfied with the response from UAVA you can make a formal complaint please write to us at:            Email: <a href="mailto:feedback@uava.org.uk">feedback@uava.org.uk</a> OR write to us at:            UAVA Ltd            PO Box 26            Leicester            LE1 1AA</p>

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<p>My client has been sexually assaulted but does not want to report it to the police... can they still get support?</p>	<p>Yes... UAVA's full range of services will be available for victims of sexual abuse including for those who do not want to report to the police and includes helpline telephone support, Outreach, groups and counselling.</p> <p>Make a referral as normal either by telephone via the Professional Advice / Business Line or by completing a referral form and submitting to UAVA.</p>	<p>The Helpline team will discuss the support available within UAVA and make the referral through to the appropriate team.</p>
<p>I feel my client would benefit from group support... how do I make a referral to group?</p>	<p>Details about UAVA's Group Programmes can be found by visiting the UAVA Website <a href="http://www.uava.org.uk/group-programmes/">http://www.uava.org.uk/group-programmes/</a></p> <p>Discuss the group support that is available through UAVA and <b>with consent</b> make a referral as normal either by telephone via the Professional Advice / Business Line or by completing a referral form and submitting to UAVA.</p>	<p>UAVA aims to offer clients a space on a group programme within 1 - 8 weeks.</p>



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<p>I have empowered a survivor to make contact with UAVA Public Helpline but s/he tells me she can't get through?</p>	<p>The Public Helpline number is open between 8am and 8pm Monday to Saturday. Our busiest time of day is between 9am and 3pm.</p> <ul style="list-style-type: none"> <li>• Encourage the client to try again, we operate a call waiting service / queuing service which will inform the caller how many calls we have waiting at any one time.</li> <li>• If it is safe to do so encourage the client to call before 9am or after 3pm.</li> <li>• Encourage the client to leave a message which includes the client's preferred safe means of contact and the best time to call them.</li> <li>• UAVA offers a text and email service for clients - Text messages and emails are checked a number of times during each day the Helpline operates and UAVA aims to respond to all text messages within the same or next working day</li> <li>• Contact the Professional Advice / Business Line and request a call back to client</li> <li>• Offer to make a referral through the Professional Advice / Business Line</li> </ul>	<p>UAVA aims to respond to all voice mail messages within the same or next working day.</p> <p>If this has not happened and you are dissatisfied with the response from UAVA you can make a formal complaint please write to us at: Email: <a href="mailto:feedback@uava.org.uk">feedback@uava.org.uk</a> OR write to us at:</p> <p style="text-align: right;">UAVA Ltd PO Box 26 Leicester LE1 1AA</p>
<p>A service user disclosed they are receiving an unsatisfactory service from UAVA.</p>	<p>Encourage the service user to speak to their allocated worker to discuss their concerns.</p> <p>Offer advocacy and contact the Professional Advice / Business Line on the client's behalf.</p> <p>UAVA is committed to providing the highest level of service at all times. We recognise that from time to time there may be a need to raise a concern about an aspect of our work.</p>	<p>Encourage the service user to voice their concerns through UAVA's contact us form on the UAVA website <a href="http://www.uava.org.uk/contact/">http://www.uava.org.uk/contact/</a></p> <p>If you or your client are unhappy about any element of our service and would like to lodge a formal complaint please write to us at: Email: <a href="mailto:feedback@uava.org.uk">feedback@uava.org.uk</a> OR write to us at:</p> <p style="text-align: right;">UAVA Ltd PO Box 26 Leicester LE1 1AA</p>

Professionals can raise their concerns by contacting the relevant UAVA service manager:

**Safe Home Service & Business**

Line Kelly Glenn

[kelly.glenn@wallaction.org.uk](mailto:kelly.glenn@wallaction.org.uk)

Tel: 0116 244 1486

Mobile: 07966 391746

**Public Helpline**

Claire Weddle

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**IDVA**

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