

PROFESSIONALS' GUIDANCE

You have identified domestic and/or sexual abuse ...

Why DASH?
DASH is critical to ensuring high risk needs are prioritised. If you can provide this information it has a big impact on getting services in place quickly.

If you are not DASH trained and would like to be then free training is available please contact us on info@uava.org.uk for more information.

Are you DASH trained?

YES—Complete the DASH form

NO

High

Standard/Medium

Consent is required for a referral. Please discuss with your client and obtain consent first.

If your client is not ready to access support leave them with positive messages about the help that is available; let them know they can access help themselves when they are ready through the helpline and encourage them to look at our website for more information:

www.uava.org.uk

Refer to MARAC—this will then come to UAVA; however you can still send us a referral form

Do you have consent for a referral?

YES

NO

Complete a UAVA referral form which can be found at:
<http://www.uava.org.uk/professionals/>
or ring the Business Line on 0116 255 0004

Please complete the survey on the auto-response email

UAVA will attempt to make contact (minimum of three attempts over a 2-3 week period) - Please give as much detail as possible on safe contact details

Contact made

Contact not made —
If we haven't been able to make contact we will contact you to let you know and see if you can assist (eg. provide updated contact details)

Package of Support
UAVA will design a package of support around your clients' needs. This will include one or more of the following services:

IDVA	Outreach	Counselling
ISVA	Group Programmes	Children and Family Support
Refuge	Security measures	Perpetrator Programmes

Once the initial support needs have been identified services will attempt to contact clients to progress support within 48 hours.

Updates —
If you need updates on an open case please ring the Business Line—details on the auto-response email from the referral.

Useful Messages
UAVA staff may be making contact from a withheld number; if your client does not answer unknown numbers please let us know.

Let your client know UAVA will not force them to do anything they do not want; we will give them their options, it will be their choice what support they accept.