

**Step 1**

Ask screening questions of female clients over 16 (also males where there are concerns of abuse?)

**Routine Enquiry/Screening** Frame the question first then ask a direct question

**FRAMING QUESTIONS** - "as violence in the home is so common we now ask all our service users about it routinely"  
**DIRECT QUESTIONS** - "are you in a relationship with someone who hurts you?"  
 "did someone cause those injuries to you?"  
**Remember it can be dangerous to ask about DA in front of anyone else**

**Examples of Key Messages**

- You are not to blame for what has happened
- There is help available
- You are not alone
- You do not deserve to be treated like this
- Allowing yourself to admit you are being abused is the first step to seeking help
- Abuse is not your fault and you have a right to be safe, protected and supported
- Men can suffer domestic abuse too
- Domestic abuse does occur in same sex relationships

**Step 2**

Validate what has happened to them and give key messages.

**Examples of questions**

- Are you in a relationship with someone who hurts you?
- Did someone cause those injuries to you?
- Is your partner with you?
- Are you safe to go home?
- Where are your children?
- Were there any children present when the incident/abuse took place?

NB: if all you are able to do is offer key messages, this is a really important step.

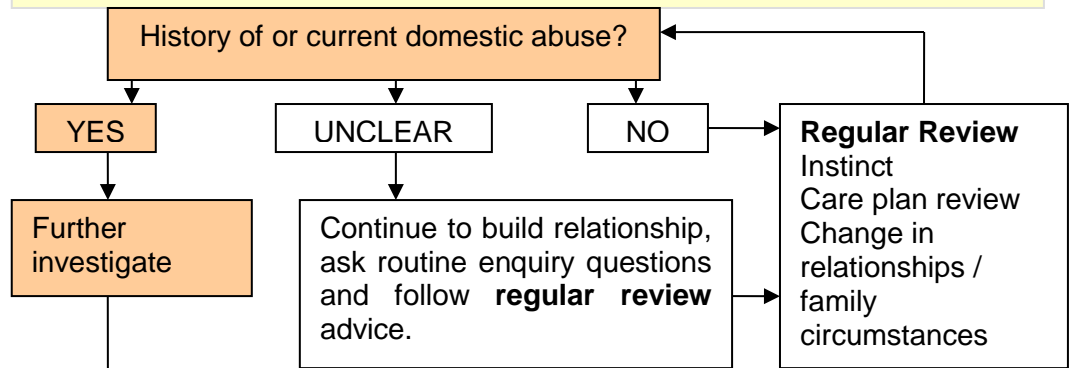
**Step 3**

**Assess the client's safety:-**

Always ask routine enquiry questions.

Remember there are a number of ways an individual can be experiencing abuse (see over).

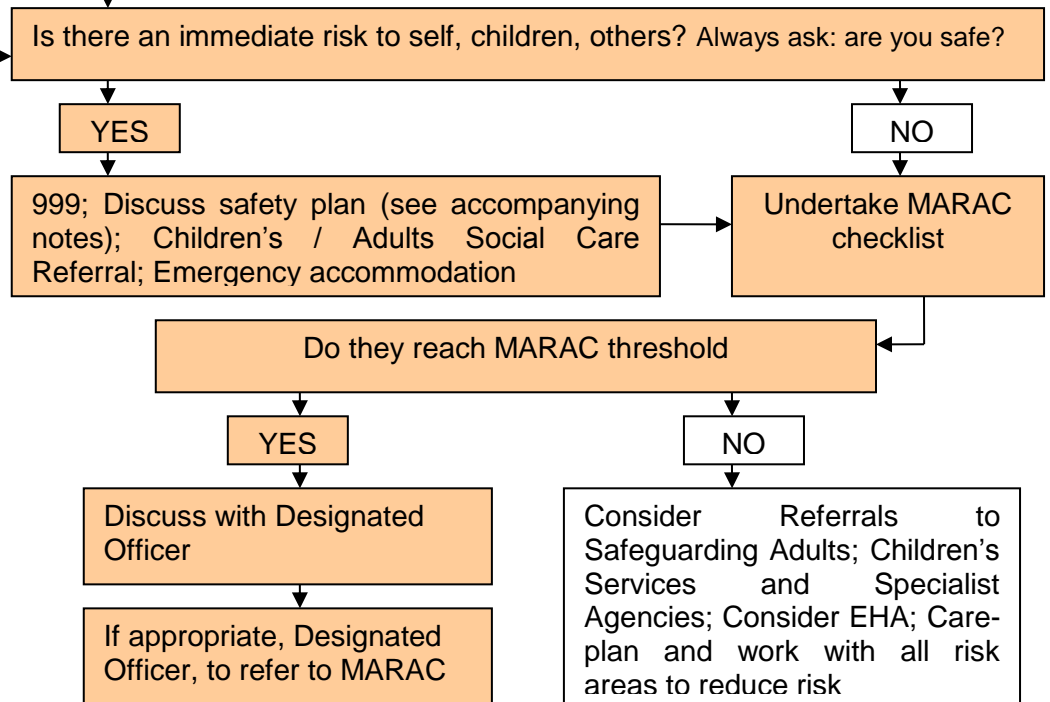
**Always talk to client when they are alone and in a place of privacy.**



**Step 4**

**ACTION: Explain services available; give leaflet, MARAC checklist if appropriate.**

NB: Throughout the process, always keep the client up to date with what is happening, key messages, recommendations and any referrals made.



**Step 5**

Document and read

## Types of Abuse

### Physical

Slapping; kicking; pinching; shoving; choking; use of weapons; force feeding; forcing use of drugs/alcohol; burning; physical restraint.

### Emotional Abuse

Blaming you for the violence; calling you a bad parent; sleep deprivation; enforced isolation; manipulation; criticism; jealous and obsessive behaviours; moods that ruin your home life.

### Verbal Abuse

Name calling; angry outbursts; subtle hurtful comments; sarcasm; put downs disguised as jokes; ordering rather than asking.

### Sexual Abuse

Forced sex; rape; using objects; forced to watch or act in pornography; humiliation; forced prostitution.

### Financial

Withholding money; taking all your pay; giving you an allowance; not allowing you access to bank accounts; not allowing you to work; sabotaging your job; making you justify purchases.

### Threats and Intimidation

Threatening to harm you, your property or your children/family members; damaging your property; threatening to commit suicide; threaten to get your children taken into care.

## Northumberland DA and SV support services

### In an emergency always call 999

Domestic Abuse Support Service in  
Northumberland 01670 820199

NDAS (Mon –Fri 9am-4.30pm)  
01434 608030/416046

Cygnus Support 01670 853977

Grace Northumberland Rape Crisis  
(Tues-Thurs 6pm-8.30pm and Fri 11am-2pm)  
0800 0352794

Onecall 01670 536400

Visit the website at

[www.northumberland.gov.uk/domesticabuse](http://www.northumberland.gov.uk/domesticabuse)

### How might Abuse make you feel?

- Like you are walking on eggshells and trying to make things better.
- Lonely, anxious, depressed, scared or confused, embarrassed or ashamed.

### Remember

- Ensure the immediate safety of the victim and anyone else in the family.
- Do not take action that could place you or your colleagues at risk of violence.
- Seek emergency assistance if needed.
- Be sensitive, respectful and listen carefully to what you are being told.
- Give clear messages, e.g. you are not alone, you do not deserve to be treated like this, there is help available for you.

### This guide is applicable to all victims of domestic abuse

Domestic Abuse is predominantly perpetrated against women by men, however it can be perpetrated within same sex relationships, by women against men, and by other family members such as children against their parents or the extended family/community as in cases of honour based violence.

Domestic abuse impacts upon children and/or vulnerable adults in the household whether they are abused directly by the perpetrators or by hearing, witnessing or intervening in incidents.

Domestic violence is a crime. Never hesitate to call the police who have specialist domestic violence officers trained to help you and put you in touch with other agencies who can help you with safety planning, housing issues, drug or alcohol problems or give details of solicitors who can assist you with the legal side of things. The Adolescent to Parent Violence and Abuse guidance can be found at: [http://northumberlandlscb.proceduresonline.com/chapters/p\\_adolescent\\_par\\_vio\\_abuse.html](http://northumberlandlscb.proceduresonline.com/chapters/p_adolescent_par_vio_abuse.html)

### Leaflets Available for Use

Northumberland County Council has produced literature about working with victims of domestic abuse. Leaflets are available from Domestic Abuse Co-ordinator.

### Contacts

Domestic Abuse Co-ordinator  
01670 622724