



# One-minute guide

## Domestic Abuse

### What is Domestic Abuse

Domestic abuse is when an individual behaves in a violent or controlling manner towards their partner or family members in an attempt to control them. This can take place at any time during the relationship, which includes after the break-up. It is important to remember this can happen to anyone at any time and statistics have shown that most domestic abuse cases are carried out by men and endured by women. However, this does not exclude men as being victims of domestic abuse. Those who have experienced domestic abuse are conscious about speaking out in fear of the consequences from their partner/abuser. Therefore, it is important as practitioners to identify signs of abuse and to be able to signpost individuals to the right services.

UK Governments definition of domestic abuse:

“Any incident or pattern of incidents of controlling, coercive or 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”.

Different types of abuse that could be identified:

- Physical abuse
- Sexual abuse
- Emotional/psychological
- Harassment/ Stalking
- Neglect
- Financial or material abuse
- Coercive Control

### Responding to DA incidents

When responding to Domestic Abuse incidents children services will intervene when there is a home with a child, pregnant women and family members who are at risk of abuse/harm. Every situation is different in some cases referrals will come into the hub with request for Domestic abuse services. However, there are also some situations in which only once you have built a relationship with the family, signs of abuse become visible.

The Surrey Domestic Abuse Partnership, is a selection of free and impartial charities that work across Surrey, building relationships with those who have experienced domestic abuse in order to help them overcome the abuse they have experienced and to create a positive future. They provide support services for families to build their resilience to stop the abuse and to help deal with any past traumas they may have experienced.



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# One-minute guide

## Domestic Abuse

### How do partners work together?

Sharing information amongst public authorities is important in order to promote the safety of families and children. From working with families, to working with the police force, local services, educational settings and healthcare services, sharing information when necessary is beneficial in order to monitor the safety of the child. It is important to remember that, Surrey Multi-Agency Information Sharing Protocol will need to be followed when Working Together to keep in line with the agreed principles about sharing confidential information. Please follow this link for further information on the golden rules:

<https://www.healthysurrey.org.uk/domestic-abuse/professionals/information-sharing>.

Agencies also have the ability to search for services independently using the Family Information Service Directory page with a list of services that are available for families who have experience or currently experiencing domestic violence.

### What should practitioners do?

It is important for all practitioners to ensure that they are mindful when dealing with families and quick to identify any signs of abuse. In terms of an emergency or if a crime is suspected practitioners should contact the police to ensure the correct protocols are taken. The safety of the child and family is vital therefore, practitioners need to ensure the best services are offered and correct steps are taken as their safety is paramount.

### Where can a victim receive help? – Key contacts and specialist helplines

Being the victim of domestic abuse can affect your confidence, but it is important to realise that you are not alone or to blame and there are many ways to get help including;

- [Surrey Against Domestic Abuse](#) - partnership providing online information and advice, including contact details for organisations that can help. : 01483 776822
- Lines are open from: 9am to 9pm, 7 days a week provided by 'Your Sanctuary'
- [Surrey Children's Single Point of Access \(SPA\)](#) - is the initial point of contact, for anyone concerned about the safety of a child.
- [Multi-Agency Safeguarding Hub \(MASH\)](#) - is the initial point of contact, for anyone concerned about the safety of an adult. [Surrey Police](#) - can investigate all reports of domestic abuse. In case of an emergency: 999 (emergency) and 101 (non-emergency).



# One-minute guide

## Domestic Abuse

- **24-hour National Domestic Abuse Helpline** (Immediate help and support contact) on freephone: 0808 2000 247.
- **Rape and Sexual Abuse Support Centre (RASASC)**- lines open from 7.30pm to 9.30pm, Tuesday and Wednesday. Call us on our local number 01483 546400.
- **Respect Men's Advice Line** – Lines open from Monday–Friday 9am–8pm. Freephone 0808 8010327. Email: [info@mensadvice.org.uk](mailto:info@mensadvice.org.uk)
- **Surrey Against Domestic Abuse Strategy:**  
[https://www.healthysurrey.org.uk/data/assets/pdf\\_file/0018/161640/Surrey-Against-DA-strat\\_final-2018-2023.pdf](https://www.healthysurrey.org.uk/data/assets/pdf_file/0018/161640/Surrey-Against-DA-strat_final-2018-2023.pdf)

**All survivors of domestic abuse can also receive support from their local DA Outreach Service.**

**East Surrey Domestic Abuse Outreach Service (ESDAS)** – [www.esdas.org.uk](http://www.esdas.org.uk) - 01737 771 350 - covers Reigate, Banstead, Mole Valley & Tandridge

**South West Surrey Domestic Abuse Outreach Service (SWDAS)** - [www.swsda.org.uk](http://www.swsda.org.uk) - 01483 577 392 - covers Guildford & Waverley

**Your Sanctuary** - [www.yoursanctuary.org.uk](http://www.yoursanctuary.org.uk) - 01483 776 822 - covers Woking, Runnymede and Surrey Heath

**North Surrey Domestic Abuse Outreach Service (NSDAS)** – [www.nsdas.org.uk](http://www.nsdas.org.uk) 01932 260 690 - covers Epsom, Ewell, Elmbridge & Spelthorne

If you feel at risk, then try to find a safe place and contact the police on 999

Advice regarding The Silent Solution: The Silent Solution is a police system used to filter out large numbers of accidental or hoax 999 calls. It also exists to help people who are unable to speak, but who genuinely need police assistance. You will hear an automated police message, which lasts for 20 seconds and begins with 'you are through to the police'. It will ask you to press 55 to be put through to police call management. The BT operator will remain on the line and listen. If you press 55, they will be notified and transfer the call to the police. If you don't press 55, the call will be terminated. Pressing 55 does not allow police to track your location.



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