

Domestic Abuse Intervention Service - Coronavirus Contingency Planning*

DAIS Service Delivery

Critical Tasks (which DAIS will continue to deliver)

1. 'Duty' receipt and screening of referrals for adults (and 16/17 year olds) at risk of harm due to domestic abuse (received by email / desktop, phone and self-referral to Hackney Service Centre)
2. Providing risk assessment, advice / safety planning / support / advocacy of adults (and 16/17 year olds) at risk of harm due domestic abuse (via 1-2-1 meetings and / or phone)
3. Screening and triaging referrals of perpetrators of domestic abuse (done as desktop and phone exercise)
4. Assessing the suitability of perpetrators of domestic abuse for perpetrator programme (will now be done by phone)
5. Providing interventions for perpetrators of domestic abuse (normally group but is now scaled down to 1-2-1 work in person or by phone where safe to do so)
6. Liaising with partner agencies to reduce risk of domestic abuse
7. Consultation with CACH colleagues / providing case advice to social workers and partner agencies (via meeting or phone or email)
8. Researching cases for, providing input into and alternating the chairing of Hackney's fortnightly MARAC
9. Maintenance of Mosaic records e.g. cases being opened / closed on Mosaic and ensuring case notes are recorded on system
10. Performing the role of lead agency regarding any Domestic Homicide Reviews

Contingency Planning for DAIS

Contingency planning for DAIS has already been put in place. The service is being run with at least 2 Intervention Officers and at least 2 managers in the office every day with additional staff working from home (either due to imposed self-isolation or simply to stagger the onset of illness in the team). DAIS are confident that service continuity can be maintained on this basis even if staffing levels drop to 50%.

Contingency Planning for MARAC (Multi Agency Risk Assessment Conference)

SafeLives - the national body which quality assures MARACs - has provided advice in light of the current public health crisis. Hackney is already putting in place measures to enable MARACs to continue in their current form, via virtual meetings if required. MARAC meetings will continue fortnightly with chairing alternating between the Detective Inspector of the Central East BCU Community Safety Unit and Service Manager from Hackney Council's Domestic Abuse Intervention Service

** Guidance has been updated Tuesday 24th March and will continue to be reviewed at least weekly*

* Contingency planning will be reviewed weekly in light of Public Health advice

Safety Planning

General advice

- 1) In the case of an emergency please continue to call 999
- 2) The DAIS Duty Line **020 8356 4458** is open Monday-Friday 9-5pm, email is dais@hackney.gov.uk and website is [DAIS](#)
- 3) If you do not fear for your immediate safety please report abuse by calling 101 or emailing <https://www.met.police.uk/>
- 4) You can also call the National Domestic Abuse Helpline 24-hours for free on 0808 2000 247 or access their website <https://www.nationaldahelpline.org.uk/> National Stalking helpline – 0808 802 0330
- 5) If you are concerned about the safety of your children you can call the Out of Hours Social Care number - **020 8356 2710**
- 6) Don't confront the abuser about their behaviour / choices
- 7) Try and speak to friends or family when you can
- 8) Set up a code word / text message with friends/neighbours if they hear you shouting / you send a coded text e.g. 'when is bin collection now?' so they know to call the Police
- 9) Depending on their age, create a safety plan with your children about where to go in the event of an argument e.g. to their bedrooms or bathroom. Give them a code word/sentence such as 'can you get me a hot drink' that lets them know they need to leave the house/call the Police
- 10) Ensure that all sharp objects/are generally kept out of sight, for example all knives to be kept in a drawer.
- 11) Work out your nearest supermarket / newsagent, if you need to leave the house please go to your nearest shop and ask for the staff to call the police and ask them to wait with you until the police arrive.
- 12) Set up 999 on speed dial. You can do silent calls to police – Dial 999 – then 55 if you can't talk – see [here](#)

Additional advice in the event that abuse starts and you are unable to leave the house

- 1) Activate the safety plan with children / friend / neighbour
- 2) Try and move away from your children if the abuser starts to attack and try and move the argument away from dangerous areas with access to weapons e.g. kitchen/bathroom
- 3) Drop call-call 999 then drop the phone so the Police can hear the disagreement and know they need to attend. Do not call the Police/speak to Police in front of the abuser.
- 4) If you have a lockable room in the house, lock yourself inside.
- 5) If you cannot escape go to the corner of the room, curl up in a ball and protect your face with your hands.

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Additional advice given that Council and other buildings are currently closed:

- Please continue to make use of the DAIS Duty line which is staffed 9-5pm Monday to Friday on **020 8356 4458**
- Police stations, NHS buildings and Schools / Children's Centres that remain open are all safe spaces in an emergency which you can visit to get help.
- **DO NOT HESITATE TO CONTACT THE POLICE ON 999 IF YOU ARE IN DANGER**

Housing

- Clients can call **020 8356 2929**, the contact centre will deal with calls and where someone states that it is an emergency the duty housing manager will be notified
- The duty housing manager will get the emergency officer to contact the client to discuss issues and explore options including Temporary Accommodation
- Non-urgent calls will go through to Customer Service for them to triage and make an appointment if needed
- All assessments are taking place over the telephone.
- Single clients who do not have a tenancy should call Green House number on **020 8510 4490** (option 2) or email green.housecso@thamesreach.org.uk