

A ten step response to a disclosure of domestic abuse

If someone tells you that they are at risk of harm from an abusive partner or family member, or you suspect that they might be, here are ten things that you can do:

How you react matters:

1. Try to avoid responding in a shocked or alarmed way.
2. Explain your reasons for being concerned, talk about the behaviour rather the person who is causing harm, be friendly, calm and reassuring.
3. Do not make promises or offer support that you cannot follow through with. Maintain professional boundaries.
4. Listen and avoid making judgements about the situation or telling them what to do.
5. Reassure them that support is available and that it is a positive step to talk about their experiences.

Explain the options, avoid telling people what to do:

6. Outline the options for support:
 - a) If they are in immediate danger, call the Police on 999, dial 101 in a non-emergency to discuss the abuse with the Police. Explain the Silent Solution for dialling 999 from a mobile phone. Tap or cough to confirm it is a genuine call and dial 55 when prompted.
 - b) Refer to IDAS the local domestic abuse service by scanning the QR code below. You should obtain consent for the referral.
 - c) Pass on IDAS contact details or suggest that they photograph the details at the bottom of this document or one of IDAS posters.
7. Give them the space to make phone calls or access the IDAS website idas.org.uk

Follow safeguarding procedures and policies:

8. If they do not wish to access support and you are worried for their safety, you have two options:
 - a) If you believe they are in immediate danger call the Police.
 - b) If you are concerned but you are not aware of any immediate danger, escalate your concerns in line with your safeguarding policy or refer to adult safeguarding.
 - c) If you are concerned for the safety of children refer to child safeguarding.
9. Make sure safeguarding concerns are escalated as per your organisation's procedures.

Look after your own well-being

10. IDAS have an online resource pack to promote positive self-care.
https://padlet.com/carmel_offord/IDASselfcareresources

Call us on 03000 110 110

or visit www.idas.org.uk LiveChat 3 - 6pm Monday to Friday



Safe lives free from abuse and violence
Charity number: 1102337

Scan to complete an
online referral form

