



Gofal Cymdeithasol **Cymru**
Social Care **Wales**

Domestic violence and abuse – guidance for professionals

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Go to <https://socialcare.wales/domestic-violence-and-abuse-guidance-for-professionals> for the latest version.

Live Fear Free: 0808 80 10 800

info@livefearfreehelpline.wales

Childline: 0800 1111.

Guidance for practitioners

Dr Sarah Wallace, a Senior Research Fellow at the Welsh Institute for Health and Social Care at the University of South Wales who's experience of undertaking research with domestic abuse organisations and has previously worked in the third sector providing support for women and men experiencing domestic violence and abuse shares some guidance for practitioners to recognise and respond to DVA.

DVA is serious health and social care issue. Anyone can experience DVA regardless of gender, age, ethnicity, sexuality, economic status or background.

To ensure individuals are safely supported, we have identified some resources for professionals.

- A '[Recognising and responding to domestic violence and abuse - quick guide for social workers](#)' produced by Social Care Institute for Excellence (SCIE) and the National Institute for Health and Care Excellence (NICE). The guidance includes advice about asking someone about DVA, responding to a disclosure, and specialist services. This version has been updated to reflect the Welsh context.
- SafeLives, a UK wide domestic abuse charity, have developed the second resource '[Getting it right first time](#)'. Aimed at professionals who do not work in DVA services, it includes three steps 'identify, ask, and act' to help if you suspect someone you are working with or supporting is experiencing DVA.
- The UK Government published [advice and guidance for those experiencing or who felt at risk of experiencing DVA](#). This guide provides an overview of DVA and the contact details of specialist organisations.
- Roasalise O'Neale and Leonie Burnham of eSafety Women, Australian Government have [published a blog about online safety help](#). This resource is primarily targeted towards domestic and family violence workers. However, it provides key advice about communicating safely online with families/parents who you suspect might be at risk of/or are experiencing DVA.

- The [Covid 19 Bystander Toolkit developed by Welsh Women's Aid](#), provides information about how to act safely and how to support (which is particularly helpful). The toolkit also includes guidance for volunteers, and a manager's briefing to supporting staff who are experiencing DVA and working from home.

Some organisations may have their own DVA work policies to support staff. Other resources that may help employers and colleagues safely respond to DVA in the workplace:

- SafeLives provides [guidance to respond to colleagues experiencing DVA](#) and Public Health England has developed a [toolkit for employers](#).
- [Everyone's Business Advice Line](#), funded by the Home Office, is a resource for employers to advise them on how to respond to disclosures of domestic abuse by their employees. They will also signpost staff to specialist domestic abuse services.

Help and advice

If you or someone you know is suffering physical or emotional abuse at the hands of a partner the Live Fear Free helpline is available 24 hours a day – call free on 0808 8010 800 any time, if you can do it safely. You can also text 0786 007 7333, email at info@livefearfree.wales or [webchat](#)

If you can't talk in safety, but you need help immediately, police forces across Wales will respond to a silent 999 call – dial 999 followed by 55 to indicate that you can't talk, but need help.

Contact us

If you have a question or if you can't find what you are looking for [get in touch with us](#).