

**Step 1:** - Staff receive Group 2 training, staff are confident and in a relevant job role

**Step 2:** - Confidentiality policy explained in line with standard procedures. Confidentiality policies to include 'ask and act' responsibilities

**Step 3:** - Professional recognises indicators of VAWDASV – any or all of the below

Signs are recognised

Symptoms are recognised

Information is provided to professional

Professional works in a setting where Asking is considered good practice

**Step 4:** - A quiet safe and confidential space is provided to enable client consultation

**Step 5:** - Client is asked direct and sensitive questions

**Step 6a:** - Client discloses experience of non-recent or current abuse.

**Step 6b:** - Client does not disclose experience of non-recent or current abuse.

**Step 7:** - Referral into specialist support either via Live Fear Free Helpline **0808 80 10 800** or through Local Specialist Services

**Step 8:** - Risk Assessment  
Completed by a trained member of staff or Live Fear Free Helpline **0808 80 10 800** or Local Specialist Service

**Step 9:** - Referral options offered and made.

**Step 10:** - Consider safeguarding issues

**Step 11:** - Record details of 'Ask and Act'

**Step 10:** - Consider safeguarding issues

**Step 11:** - Record details of 'Ask and Act'

## **'Ask and Act' Referral Pathways Guidance**

Please note: if you have concerns for an individual where there is an immediate threat to life please safely call 999

Please also carefully consider the chosen actions and pathways. The individuals risk must always remain a priority and so ensuring their safety is paramount.

### **Adult at risk**

*As defined within the Social Services and Well-Being (Wales) Act 2014 section 126*

(1) An “adult at risk”, for the purposes of this Part, is an adult who—

- (a) is experiencing or is at risk of abuse or neglect,
- (b) has needs for care and support (whether or not the authority is meeting any of those needs), and
- (c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

### **Child at risk**

*As defined within the Social Services and Well-Being (Wales) Act 2014 section 130*

4) In this section, “a child at risk” is a child who—

- (a) is experiencing or is at risk of abuse, neglect or other kinds of harm, and
- (b) has needs for care and support (whether or not the authority is meeting any of those needs).

### **Duty to Report**

*As defined within the Social Services and Well-Being (Wales) Act 2014 section 128*

(1) If a relevant partner of a local authority has reasonable cause to suspect that a person is an adult at risk and appears to be within the authority’s area, it must inform the local authority of that fact.

### **Group 3 Trained staff member**

This action runs alongside the whole of this process as the Group 3 trained staff member is in place to provide support for the ‘Ask and Act’ process. Details of your Group 3 trained staff member will have been given to you within your Group 2 training. Having the ability to have a conversation with your Group 3 trained staff member is important at every stage but will be particularly useful should you come to Step 6b.

**Step 1** – All training must be completed prior to anyone proceeding with the referral pathway.

**Step 2** – This step should be carried out at the beginning of any client interaction and so would not need to be carried out at every meeting, but simply referenced in conversation.

**Step 3** – This step recognises that there will be differing or multiple indicators within each case.

**Step 4** – It is vital that a safe and confidential place is located to ensure that questions can be asked in a place which allows for disclosures to be made within a comfortable environment with only the client in the room. Ensure that partner or potential abuser is not in the room.

**Step 5** – These questions will be ones that have been discussed and run through within Group 2 training. It is important to remember that disclosure at this stage is to be expected but not demanded from the client. The atmosphere and questioning must allow for disclosure to be accepted and non-disclosure to be respected.

**Step 6a** – Consent must be considered and gained prior to steps 7-9 to take place.

**Step 6b** – Should no disclosure be made consider ways and opportunities to keep the lines of communication open and available for the client to come back to discuss should they wish. These are options you can explore with your Group 3 trained staff member.

**Steps 7 8 and 9** – These steps can be completed as individual steps or maybe taken as one step.

Under these steps information may be given to the client for self-referral where safe and suitable to do so.

**Step 10** - Consideration of all safeguarding issues i.e. – Health impacts, immediate danger, Children within household.

**Step 11** – Details of ‘Ask and Act’ to be recorded on template. Please see appendix 5.

Supporting additional documents for this will be issued upon completion of Group 2 training. This will include a directory of local specialist support services and leaflets and cards for safe distribution.

Should they be required, below are the numbers for local safeguarding departments;

<p><b>Blaenau Gwent:</b> Tel: 01495 315700 Email: <a href="mailto:DutyTeam@blaenau-gwent.gcsx.gov.uk">DutyTeam@blaenau-gwent.gcsx.gov.uk</a> Fax: 01495 353350</p>	<p><b>Caerphilly:</b> Tel: 0808 100 2500 Email: <a href="mailto:povateam@caerphilly.gov.uk">povateam@caerphilly.gov.uk</a> or <a href="mailto:asdit@caerphilly.gov.uk">asdit@caerphilly.gov.uk</a> Fax: 01443 873627</p>	<p><b>Monmouthshire:</b> Tel: 01291 638928 Email: <a href="mailto:monpovaduty@monmouthshire.gcsx.gov.uk">monpovaduty@monmouthshire.gcsx.gov.uk</a></p>
<p><b>Newport:</b> Tel: 01633 656656 Email: <a href="mailto:pova.team@newport.gov.uk">pova.team@newport.gov.uk</a></p>	<p><b>Torfaen:</b> Tel: 01495 762200 Email: <a href="mailto:socialcarecalltorfaen@torfaen.gov.uk">socialcarecalltorfaen@torfaen.gov.uk</a> Fax: 01495 766686</p>	<p>If it is an emergency and you need to contact us outside of office hours, please call our Emergency Duty Team on: Tel: <b>0800 328 4432</b></p>