

Advice, guidance, and support for professionals working with high-harm, high-risk perpetrators of domestic abuse

Webchat and email service

The Respect Phoneline and Drive Project have recently launched a webchat for professionals working with perpetrators of domestic abuse who are using high levels of harm, deemed high-risk, or are assessed as having complex needs.

What is the webchat for?

This service might be useful to you, the practitioner, if you wish to:

- Get some expert advice in working with perpetrators to support you to keep child and adult victims safer.
- Explore safe engagement strategies for working with your client.
- Explore how to implement meaningful interventions for perpetrators which also keep others safe and explore ways to address challenges or gaps you may have identified within your plans.
- Identify any available 'disruption' measures.
- Identify additional specialist support that may be required.
- Have a recorded case consultation with a DA (domestic abuse) expert advisor. You can opt to be sent a transcript after the conversation.

When can I use it?

You can access support via email at info@driveproject.org.uk or by accessing the live webchat and speaking directly to an expert advisor on the following days/times:

Day	AM	PM
Monday	10 - 12	2 - 4
Wednesday		
Thursday		

How can I access it?

If you are seeking support and guidance for a case, go to the below websites during opening hours and click the **Launch Webchat** icon (please note the icon will show as unavailable outside of hours).

- <https://respectphoneline.org.uk/frontline-workers/>
- <http://driveproject.org.uk/about/advice-professionals-working-with-perpetrators/>

Important information on using this service:

- Guidance and support will be provided by a team of Drive Expert Advisors who have extensive training and experience of working directly with high-harm, high-risk perpetrators. They have experience of multi-agency working with a range of professional across policing, social services and probation and experience of providing case management and risk-management oversight of work with perpetrators across England and Wales.
- Each web chat can last for approximately 20–30 mins. Should further time or additional phone contact be required this can be explored with the advisor.
- The guidance and support offered by the Drive Expert Advisor is not legal advice. All practitioners must follow their own organisation's Safeguarding Procedures, Health and Safety guidance and Business and Contingency protocols.
- All guidance and advice given on the chat must be agreed through the line management structure within your organisations prior to taking action and be in line with organisational policies. Statutory services staff must follow all organisational guidance related to domestic abuse cases and should always use the internal support/advice mechanisms available to them before using the external web chat service. The responsibility for managing domestic abuse cases lies with the statutory bodies involved.
- This is a complex area of work and we would suggest that cases are treated on a case-by-case basis. Advice given in relation to one case will not necessarily be applicable to general practice or to a different case.
- Under Data Protection legislation, it is really important that you do not share sensitive personal information about your client/service user, such as names or dates of birth, over e-mail and webchat.
- We will record your name, organisation, e-mail address and a summary of advice given to enable us to monitor the quality of service provision, identify which organisations are predominantly using this service and identify themes and issues for which advice is sought to improve future service provision.
- Our communication with you and the advice, guidance, and support provided will be confidential. This means that we will not normally give your name or any information about you or your call to anyone outside of organisation. However, there are exceptional circumstance where we might ethically or legally have to give information to your organisation and/or relevant authorities, for example, if we have concerns about unsafe practice that places someone, especially a child, at serious risk of harm. We will discuss any proposed disclosure with you unless we believe that to do so could increase the level of risk to you or to someone else.