**Hourglass (Safer Ageing) – New Community Response Worker flowchart**

Assumed flowchart for an individual 60+ years of age, or family / friends of, who has been the victim of domestic or sexual abuse and who contacts the **V&W Hub** or the **MASH**.

A professional, or member of the public, sends DA or SV referral to **Adult Safeguarding MASH**

If this doesn’t meet the Adult at Risk criteria and victim is age 60+

 (Refer onwards with consent)

Cambs Police send DASH referral to **Victim & Witness Hub** following an Elder DA/SV crime being raised

OR

Elder victim of DA / SV calls in to the **Cambs Victim & Witness Hub Helpline**

Refer into the **Cambs Health IDVA Service**

(Dotted line for advice and guidance)

**V&W Hub** perform triage & assess risk

Sexual Violence offence only – refer directly to the **Cambridgeshire & Peterborough Rape Crisis Partnership for ISVA, Counselling and Emotional Support Services**

Via professional’s form <https://www.dpmscloud.com/external/referralformorgprccg>

Standard Risk or self-referral for Intimate Partner Violence

OR

Familial Abuse – any risk level

Standard or Medium Risk – **V&W Hub** to continue support

OR

Can pass onto **Hourglass**

(subject to consent)

High Risk – refer directly to the **Cambs IDVA Service** – send OP DASH to IDVA.Referrals@cambridgeshire.gov.uk

High Risk – check IDVA engagement – refer if none in place

**Hourglass Community Response Worker\***

Triage the referral – Advice given to caller or victim

**Note** – **any of the partner agencies can contact Hourglass for specialist advice whilst dealing with a case**

Sexual violence case – refer directly to CAPRCG

Ongoing support required

Refer to **DASS IMPAKT Outreach** or Specialist services (i.e.MH, Age UK etc)

Via DASS Professional Referral Form

Domestic abuse case –

increase in risk identified and raised to High



**\*Community Response Worker Service Specification**

Hourglass will cascade their knowledge to the Cambs IDVA/ISVA team and any other specialist DA and SV services, to leave a legacy of expertise and to ensure ongoing continuity of support services to older victims of Domestic Abuse and Sexual Violence.

This postholder will compliment support services already established within the county and will additionally strengthen and form new working partnerships to raise awareness around harm, neglect, abuse and/or exploitation in older people.

The Older People’s DASH Risk Assessment and guidance can be found at [Cambridgeshire County Council DASV Partnership - Older People (cambsdasv.org.uk)](https://www.cambsdasv.org.uk/web/older_people/567583)

The DASS Impakt Outreach professional referral form can be found at: [Cambridgeshire County Council DASV Partnership - Key Contacts (cambsdasv.org.uk)](https://www.cambsdasv.org.uk/web/key_contacts/86057)

For clarity – a key for Service Providers:

Cambridgeshire Victim & Witness Hub

Adult Safeguarding MASH – dotted line to Hourglass for advice & guidance

Cambridgeshire & Peterborough Rape Crisis Partnership (CAPRCG) ISVA Service

Cambs DASV Partnership IDVA Service – dotted line to Hourglass for advice & guidance

**Hourglass Community Response Worker** –receiving referrals / calls – triaging, advising caller and referring onwards for further specialist support where required.

**Note** – **any of the partner agencies can contact Hourglass for specialist advice whilst dealing with a case.**



[**www.wearehourglass.org**](https://gbr01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.wearehourglass.org%2F&data=05%7C01%7CSarah.Geear%40cambs.police.uk%7C492fe5baa7ca4ff8ac6308daf5929a94%7Ca3c59d1bb8f142999d6a39ad8f570422%7C0%7C0%7C638092307254984611%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=ZmyPHTrFo3ObaeRmMa27WGEsqR%2FeIBGu9PsDhKZE8f0%3D&reserved=0)

**Freephone 24/7 Helpline: 0808 808 8141**

**Mobile number for the text service 07860 052906**

**Knowledge Bank:** [**https://knowledgebank.wearehourglass.org/**](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fknowledgebank.wearehourglass.org%2F&data=05%7C01%7CSarah.Geear%40cambs.police.uk%7C492fe5baa7ca4ff8ac6308daf5929a94%7Ca3c59d1bb8f142999d6a39ad8f570422%7C0%7C0%7C638092307254984611%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=WE8WD37bDPYmqgb3xUwXmHRJovKLCA6Rv15QPD92fGA%3D&reserved=0)

**NB: Any professional may phone the Hourglass Helpline for advice & guidance on a case.**

