**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 **Hourglass Helpline**.



Elder victim of Domestic Abuse / Sexual Violence calls into the **Hourglass Helpline.**

If the caller is from the Cambridgeshire or Peterborough district or is a concerned friend / relative of a victim living in this region, then refer onwards.

Domestic Abuse case

Sexual Violence case

**Hourglass Helpline co-ordinator** to assess the risk

Sexual Violence offence only –

Refer directly to the **Cambridgeshire & Peterborough Rape Crisis Partnership** for

**ISVA, Counselling and Emotional Support Services**

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

Medium / Standard Risk case

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

**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

Domestic abuse case –

increase in risk identified and raised to High

Ongoing support required

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

Via DASS Professional Referral Form



**\*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 in order 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:

Hourglass (Safer Ageing)

Cambridgeshire & Peterborough Rape Crisis Partnership ISVA Service

Cambridgeshire DASV Partnership IDVA Service

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



[**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**.