



## **Frequently Asked Questions**

**Q. Do the facilitators have good knowledge of domestic abuse?**

A. Facilitators will all be trained not only to deliver the programme but also have or be given training in all aspects of abuse and knowledge of where to refer service users to for further advice/support.

**Q. Will the facilitators be able to access supervision?**

A. Supervision will be available with the project co-ordinator who is a trained counsellor.

**Q. What risk assessment tools will be used?**

A. The marac risk assessment will be used.

**Q. Due to the nature of the content will the service user be able to access support if they need it?**

A. As there are always two facilitators one will always be available after the session has ended for a short period of time to deal with any issues that have arisen, the service user will also have a folder with details of how to access support between sessions.

**Q. What safety measures are taken to protect the service user and group if they are still in abusive relationship and wish to attend the programme?**

A. Prior to agreement that they have a place on the programme they will have been spoken to and risk assessed and the location of the programme will not be given out until assessed as safe. The programmes are all held in buildings with good security measures already in place.

**Q. If a statutory agency refer a service user does that automatically they will be given a place on the programme?**

A. No, it is vital that group members are there from their own autonomous choice and not because of pressure from agencies as this could defeat any empowerment from the programme; this would be assessed from a phone call to the person referred and an offer for them to apply again when they feel ready.



**Q. What feedback will be supplied to referring agencies and organisations?**

**A.** Feedback shall be limited to number of sessions attended and if they engaged with the programme in a positive manner, content of what has been said by them shall not be disclosed as this may hinder the process for the group, unless of course confidentiality needs to be breached for safety reasons, this will always where possible be done with the service users prior knowledge.

**Q. What is the programmes confidentiality policy?**

**A.** It is important that all members of the group are responsible for not discussing outside of the group any names or information shared and even the location of the group. Whilst it is good to make friends and meet up outside of the group members must be mindful that some women may still be with their abusers – have a rehearsed excuse where you may know each other from –i.e. –Jane from nursery/gym etc. There are laws safeguarding children and facilitators would have a duty to disclose to the appropriate agencies if they felt that there was a serious risk of harm to a child or vulnerable person, where possible this would always be discussed prior to disclosure.