Review of MWNUK Helpline Service January to December 2018

MWN

MUSLIM WOMEN'S NETWORK

HELPLINE

Centre for Facilitation

March 2019

Contents

MUSLIM WOMEN'S NETWORK UK

Muslim Women's Network UK (MWNUK) is a national Muslim women's charity working on social justice and equality for Muslim women and girls. MWNUK conducts research, operates a helpline, delivers campaigns, runs training sessions, comments in the media and produces resources. It does advocacy work through reports and by engaging with government officials and other public bodies. Further information about the work of MWNUK can be found on the website www.mwnuk.co.uk.

> *"As a body with a diverse membership base, the Muslim Women's Network has unique insight into the problems different Muslim communities in the UK face, and just how varying their cultures can be"*
>
> **Heenali Patel, Fawcett Society Blog, 1/3/17**.

REMIT OF REPORT

This report is the fourth annual evaluation review of the operation of the MWNUK Helpline. Reports for previous years are available on the Muslim Women's website. This report reflects and builds on the experiences of the first three years of operation as the Helpline Service enters its fourth year and is now operating as an established Helpline provider.

This report has been written by Centre for Facilitation, an independent company. Throughout the report we have used stories of callers to the Helpline, changing names and some details to ensure anonymity whilst giving a sense of the range of people that the Helpline has supported in 2018.

Making a Difference to Muslim Women

"I felt that someone was listening to me and giving me the space to think and understand that the decision is mine and I do not have to involve my entire family.

I have now seen my GP and starting counselling"

(Service user in her 20s deciding about seeking an abortion)

"You helped me to cope with my marital problems and helped me to see a light at the end of the tunnel"

(Service user married for 3 years in a coercive relationship)

"Thank you for your help but also for listening and not judging me"

(Service user)

SUMMARY

The Helpline Service was established as direct response to research by MWNUK which showed that a:

> *"worrying number of women and girls were slipping through the net as agencies – such as social services and the police- grappled with the difficulties reaching out to victims because of cultural sensitivities – those same points of faith, which are exploited by their abusers to ensure their victims' silence."*

(Daily Telegraph, 14/01/2015)

The aim of the Helpline was to make sure that the voices of Muslim girls and women were listened to and data about the lived experiences of Muslim women was collected, collated and shared. Over the 4 years the Helpline Service has grown from a part time service responding to 68 contacts monthly to a dynamic service, responding to over **302** contacts every month and offering support and information on a range of **44** different issues that affect Muslim women in the UK.

- Every month the Helpline is contacted **302** times and provide direct help and support to **78** people every month
- 185 of the calls **(33%)** are primarily about issues relating to domestic abuse issues and **28%** relate to mental health issues
- As a result of the intervention **54%** of all service users are better informed about the range of support available to help them to improve their life chances. **43%** have improved their mental well-being because they feel that they have been able to talk through their problems and they have been listened to.
- **75%** of the calls made to the Helpline are by individuals seeking advice and support for their own issues.
- **31%** of the calls are from the Midlands and **29%** of calls are from London

The MWNUK Helpline has been funded during 2018 with the kind support of The Big Lottery, Tudor Trust and Muslim Hands.

SUMMARY OF MAIN RECOMMENDATIONS

1. MEASURING IMPACT

The Helpline management team to continue to explore ways of measuring the longer-term impact of the interventions made by the Helpline without invading the privacy of the individual clients. Additional funding may be required to support this research activity.

2. REGULAR AUDITS OF CASE RECORDING

The new database and procedures will help to ensure that before cases are closed all the required data fields are completed and the team are supported to use appropriate questioning in the calls to ascertain personal data.

3. CONTINUE TO DEVELOP USE OF TEXT BASED SERVICES

Explore opportunities to offer text-based contacts including webchat to support the needs of the younger generation who often find it easier to use text-based services initially to make contact.

4. REFLECTIVE PRACTICE AND UNCONSCIOUS BIAS

Develop reflective supervision practice and explore issues of unconscious bias so that the team continue to build their self-awareness and can provide non-judgemental responses to the increasingly complex range of issues that are presented to them on the Helpline.

5. SUPPORT TEAM IN USING LANGUAGE SKILLS

Provide opportunities for team members to practice using their additional languages so that their language fluency is maintained.

Making a Difference

"A big thank you for the support that I have received during a very difficult time in my life. I was struggling and had nobody to talk to."

Service User

"I just wanted to thank you so much for helping my girlfriend, I almost cried out of happiness – bless the MWNUK team – you are incredibly helpful and have pure hearts"

Service User

SECTION ONE: OVERVIEW OF THE HELPLINE SERVICE

All calls to the Helpline are logged and any actions taken are recorded in individual case notes and on a database. During 2018 funding was sought for a new database and at the end of 2018 a successful transition of data was completed so that going forward the team have a modern operating system with a complete set of historical data

Volume of calls

3626 contacts were logged during 2018. These figures will include repeat calls from clients in different sessions. The total calls shows significant increase over the three years of operation, with the number of contacts being made to the Helpline Team rising from 814 calls during the first year of operation (2015) and 2280 contacts during 2017.

In 2018 there were, on average, **302** contacts made with the Helpline each month. This represents an increase of **59%** on 2017 when the average monthly contacts were **190.**

In common with previous years it can be seen this monthly average does not fully reflect the variability between the different months. This sometimes reflects staffing levels but also reflect seasonal variability and the wider campaigning work of MWNUK.
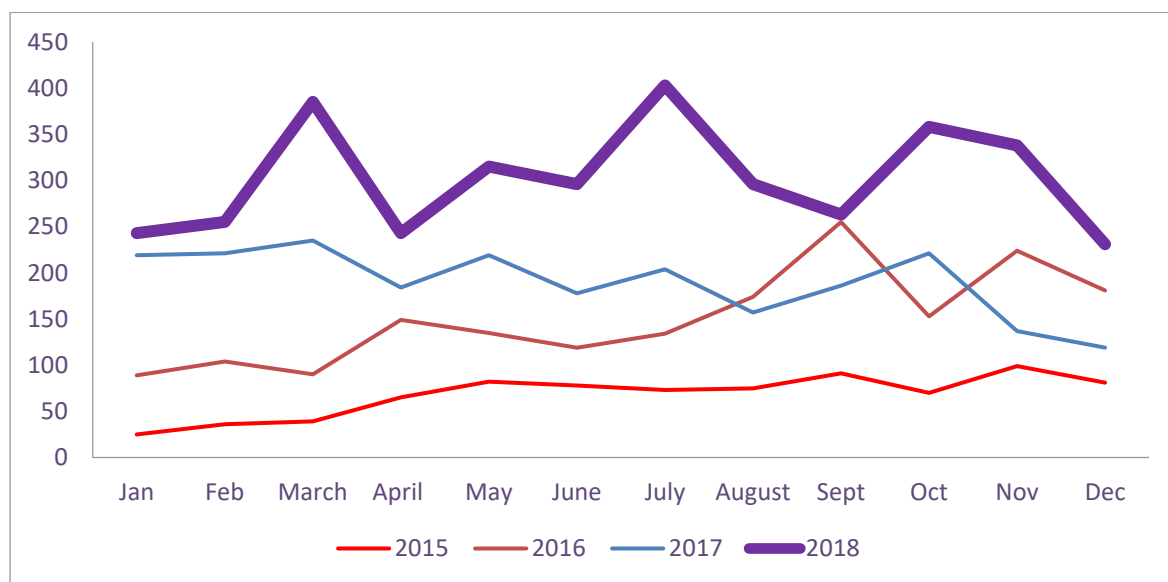
Simply measuring the number of contacts made to a Helpline can provide a distorted view of the amount of people helped by the service because contacts will record multiple and often short repeated contacts made by the same person. MWNUK Helpline have always sought to ensure that the figures in this report show both the total contacts and the numbers of individual service users.

This year there has been a **17%** increase in service users from 792 in 2017 to **931** in 2018.

This represents an average of **78** individual cases handled each month by a staff team 2.5 FTE (Full Time Equivalent) – although some months the staff levels have been below this level.

Average monthly client contacts

2015	28
2016	49
2017	66
2018	78

This pattern shows that although 2018 had some periods when the Helpline were under pressure there seems a far higher level of stability of service provision than the previous year and shows the resilience of the team in being able to return from the crisis point inevitably caused in a small team by a number of team members leaving or taking maternity/sick leave.

OVERALL INCREASE IN CONTACTS/INDIVIDUALS SUPPORTED

From the establishment of the Helpline in 2015 to the current year there has been a 175% increase in the number of people supported by the Helpline team and a 345% increase in the volume of contacts made to the Helpline (this includes phone calls, instant messaging and emails)
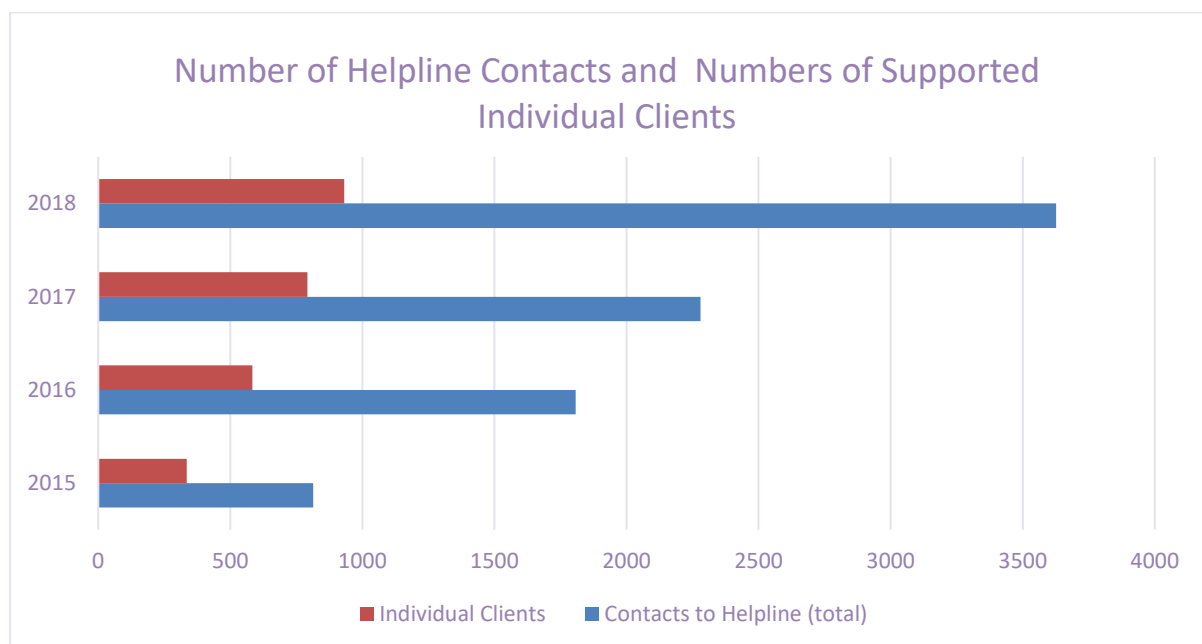
METHOD OF CONTACT

The majority of initial contacts to the Helpline are speech based **79%** (calls to the landline or mobile phone) continues to be a mainly speech based service. The remaining **21%** of the contacts were text based which includes the use of "What's App", SMS, Webchat and Email. This is consistent with the pattern identified in previous year. The volume of webchat contacts was reduced this year due to the removal of this service for a period whilst the Helpline team addressed the low staffing levels.

One of the challenges for all Helpline Services is how to adapt to the needs of a generation of users who are often reluctant to use voice-based services for initial contact. This can be seen in the case study of Hanif who was 14 and made initial contact by text. It is likely that demographic changes will mean that the Helpline will see an increase in text-based calls over the next 5 years. These contacts can take longer than a voice-based calls with a simple call to establish the need and provide reassurance taking up to 30 minutes on a web chat compared to 5 mins on a phone conversation.

Recent research has shown that only 15% of young people in the 16-24-year-old group consider phone calls to be the most important means of communication and 25% of smartphone users make voice calls less than once a week. ("Can Helplines Survive the End of the Phone Call" Guardian, 19/11/18)

Many services including the Samaritans are now moving towards web-based text chat services in 2019. MWNUK Helpline has been ahead of the field in its use of text-based services alongside verbal services and will need to continue to develop its practice, including providing appropriate training and guidance for team members.

> *"it has meant thinking in a different way about what it means to be an active listener, asking detailed questions, and remembering to convey the things that would be apparent on the phone but are lost in text – like the fact that you are still there, still listening"* **(Childline Counsellors Guardian 19/11/18)**

ANALYSIS OF CONTACTS

The majority of calls to the Helpline are initiated by the individual seeking help for themselves **(75%)**

A small number of calls are made by members of the public seeking help on behalf of a neighbour, friend, family member or work colleague **11.3%**

A further **9.9%** of calls are made by professionals or 3rd sector organisations on behalf of individual service users. These organisations include social services, police, education/health services and women's organisations.

Very few calls (just 1.2%) are being made by professionals or other agencies asking for generalised advice that is not related to individual service users.

It is noticeable that most calls are made by the service user, on their own behalf. These calls require highly skilled handling by the team to be able to listen, understand and discern the issues before moving onto signposting/suggestions. Only **1%** of calls are transactional based requiring short responses and the provision of factual information. This confirms that MWNUK Helpline has correctly targeted its marketing so that the calls it receives are relevant for the type of service provision it is funded for.
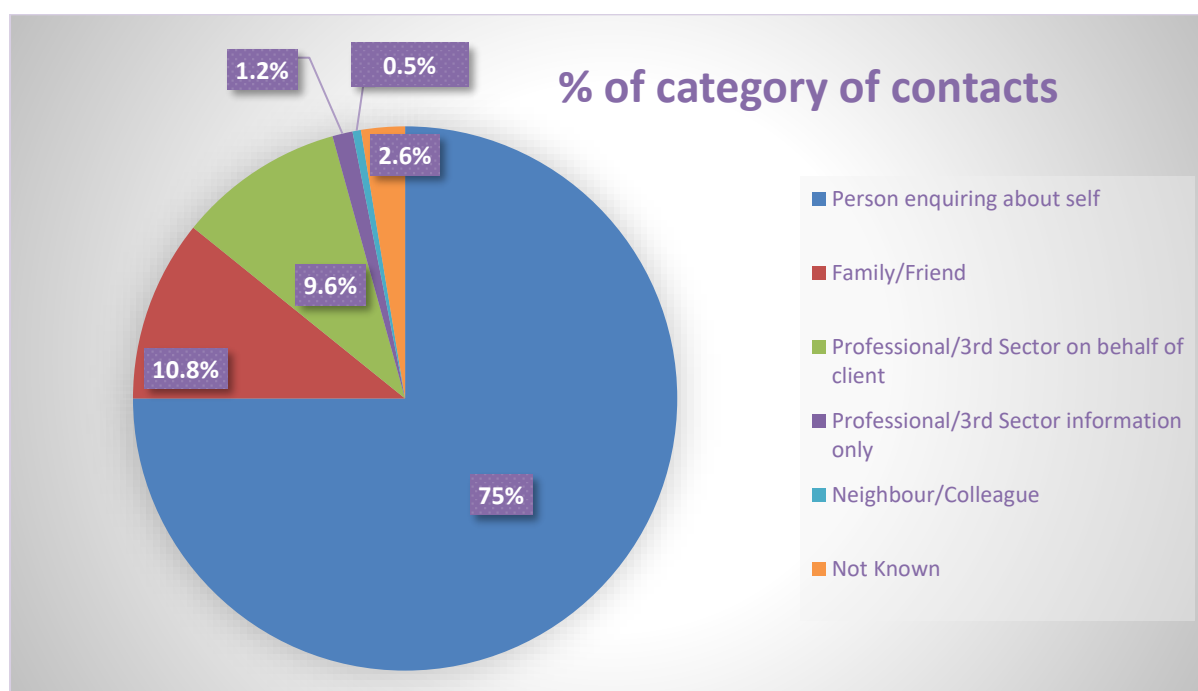
WHO BENEFITS FROM THE HELPLINE?

Gender of Clients

94% of calls were from women**, 4.4%** from men and **1.6%** calls had no gender specified.

Age of Clients

The reach of the Helpline extends across all age groups from under 16 to over 60. The proportion of young women (under 21) reached is **9.5%** which is slightly down on the increase achieved in contact with this age group in 2017. This younger age group can be vulnerable to abuse through forced marriage, sexual grooming and honour-based violence and often find reporting issues more challenging so remain an important group for the Helpline to focus on. Further development in the use of text-based services may help to increase the reach of the Helpline to this population.

Finding out the age of a client can only be done with direct questioning; it is rarely obvious from the content of the call. For this reason it is expected that there will be higher

proportion of non-specified data. This year the number is higher than usual; **35.5%** of calls had no data on age. This is likely to be related to the high number of new staff in the early period of the year and changes in the management team during the latter part of the year. The data in the table below includes both the overall percentage for each age group **and** the adjusted percentage. The adjusted percentage shows the proportion from each age group from the 601 cases where the age is recorded.

During 2019 it is hoped that the improved data collection and data auditing will encourage more recording of age data to give a more accurate picture of the proportion of the different age groups using the Helpline services.

Ages of callers	2017 %	2018 %	2018 % where age specified
Under 16	1.6	0.6	1.0
16-18	3.8	3.4	5.3
19-21	6.7	5.5	8.5
22-25	12.5	8.1	12.5
26-30	13.4	11.4	17.6
31-40	21.1	21.7	33.6
41-50	9.6	11.1	17.1
51-60	2.5	2	3.2
Over 60	0.9	0.8	1.2
Not Specified	27.9	35.50	N/A

Faith of Clients

97.5 % of clients (where faith was specified) were Muslim. Faith was not recorded in just 10% of the calls which is a slight increase on previous years. Compared to other categories the team seem skilled at being able to pick up this information from the content or context of the call.

Ethnic Background of Clients

According to the Muslim Council of Britain's review of the 2011 Census data (http://bit.ly/1EfL8zD) the UK Muslim population is ethnically diverse, with 68% classified as Asian, including people of Pakistani, Indian, Chinese and South Asian backgrounds. Overall 8% of the Muslim population is from a white ethnic background.

Ethnic background was recorded for 676 clients **(72.6%)** which is slightly lower than previous years. For those clients where data is recorded, the breakdown of ethnic groups

reflects the proportions outlined in the 2011 England and Wales Census study and there are no significant changes in ethnic diversity of clients compared to previous years. The Helpline continues to mainly reach an Asian Muslim demographic which reflects the current makeup of the Muslim population within the UK.

	2011 Census	2018 Callers ethnic background (where specified
White	7.8%	8%
Mixed	3.8%	0.9%
Asian	67.6%	71.6%
Black	10.1%	7.1%
Other	10.7%	12.8%

The census categories are very broad and the data from the Helpline provides more detail on the breakdown of these categories. The chart below shows a consistency with previous years with the largest specified ethnic background as Pakistani.

In common with the other demographic fields analysed in this year's report there is an increase in the number of clients where ethnic background has not been specified (27% in 2018 compared to 20% in 2017)
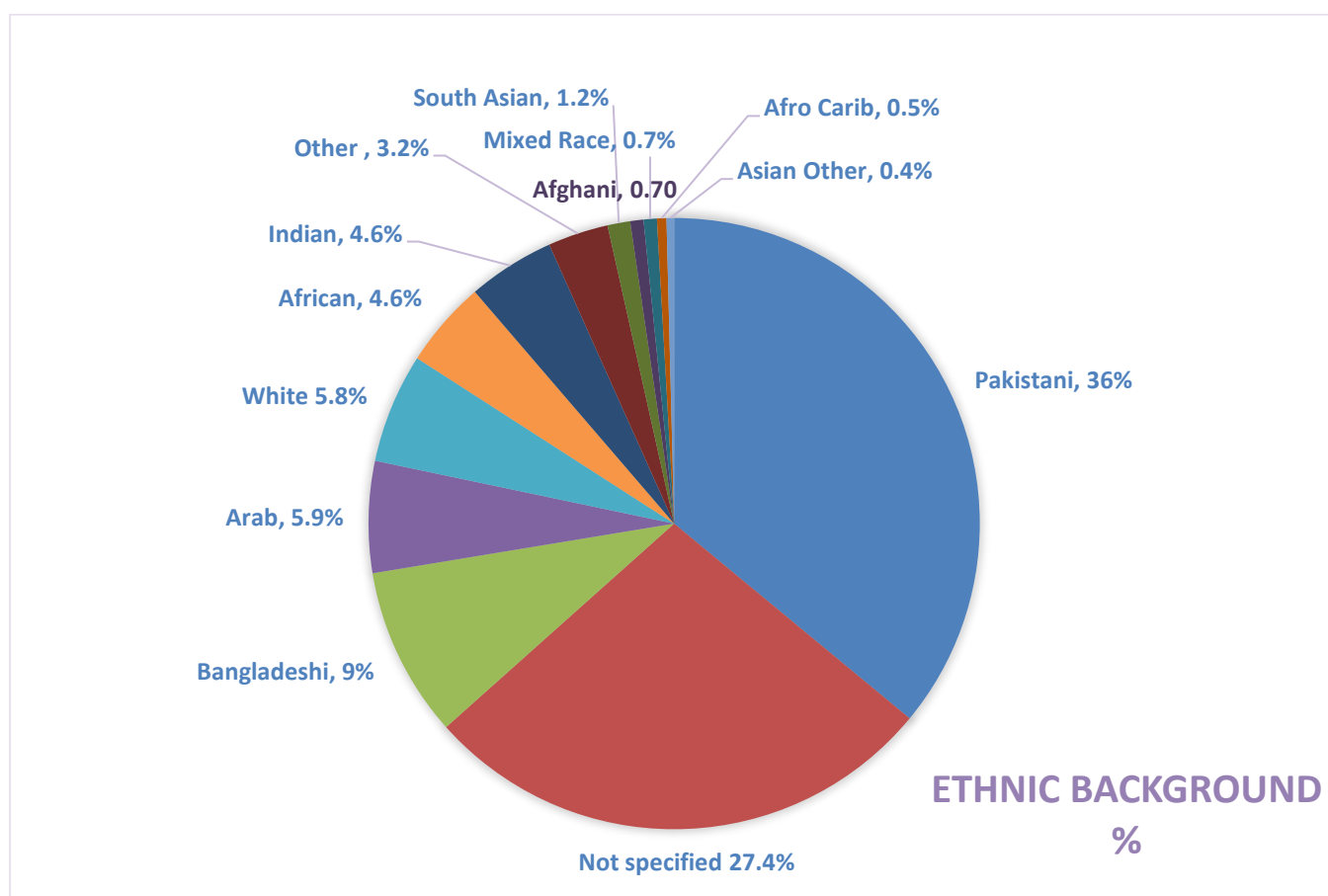
The Muslim Council of Great Britain has provided additional analysis of the broad ethnic groups and identified the proportion of Muslims in each ethnic group. There is no significant

variance between ethnic diversity of the clients contacting the Helpline. The most frequently specified ethnic group is Pakistani – mentioned in 49.6% of calls where ethnic background is recorded. At the time of the census almost 40% of the Muslim population came from this ethnic group, so the higher proportion is in line with the expected level of representation.

ETHNICITY	2011 Census	2017 Helpline Clients	2018 Helpline Clients
	% of Muslim population from ethnic groups	%Ethnic background where specified	%Ethnic background where specified
Black African/Caribbean/Other	10.1	6	7.1
Other Asian (Afghani/S Asian/ Other Asian)	7.2	5	3.1
Bangladeshi	14.9	11	12.4
Indian	7.3	7	6.4
Arab	6.6	8	8.1
Mixed Race	3.8	3	0.9
Pakistani	38	48	49.6
White	7.8	10	8
Other	4.1	3	4.4

Language of Clients

Most service users use English for the calls **(93.6%).** The remaining **6.4%** of contacts used the following languages which are spoken by team members on the Helpline or were handled via the language helpline service. A slightly higher proportion of calls were handled in other languages this year compared to previous years. Being able to speak languages other than English can be very useful for some of the most vulnerable services users that the Helpline team work with.

In Tahira's situation described in the case studies her lack of spoken English and insecurities about her immigration status were used by her husband to stop her taking action against the abuse she was experiencing from him. The language skills in the team enabled Tahira to be able to talk freely and the complexity of her situation be fully understood so appropriate action could be taken for her and her children

| LANGUAGE USED	RECORDED	%
Arabic	**0**	**0**
Bengali	**9**	**1**
English	**872**	**93.6**
Punjabi /Mirpuri	**8**	**0.9**
Urdu	**40**	**4.3**
Other	**2**	**0.2**

The Helpline have access to a national service "Language Line" which provides access to translators to support calls. There was an initial registration fee to join this service and the team now just pay for the service when it is needed. During 2018 the service was used twice, once for an Arabic translator and once for a Kurdish translator. The cost of using the service in 2018 was £77.76.

The Helpline team recognise that although staff members may have second language skills this does not necessarily mean that there is enough fluency to handle the type of calls made to the Helpline.   The team are exploring ways to better assess language skills in recruitment and to help workers to practice using their language skills within the Helpline environment, for example by conducting supervision sessions in the shared language of the supervisor and Helpline worker.

Location of Clients

81.7% of callers were recorded against a specific location. Of these calls where the location was recorded **60%** of these were either from the West Midlands **(31.4%)** or London **(28.6%)** which is consistent with previous findings.
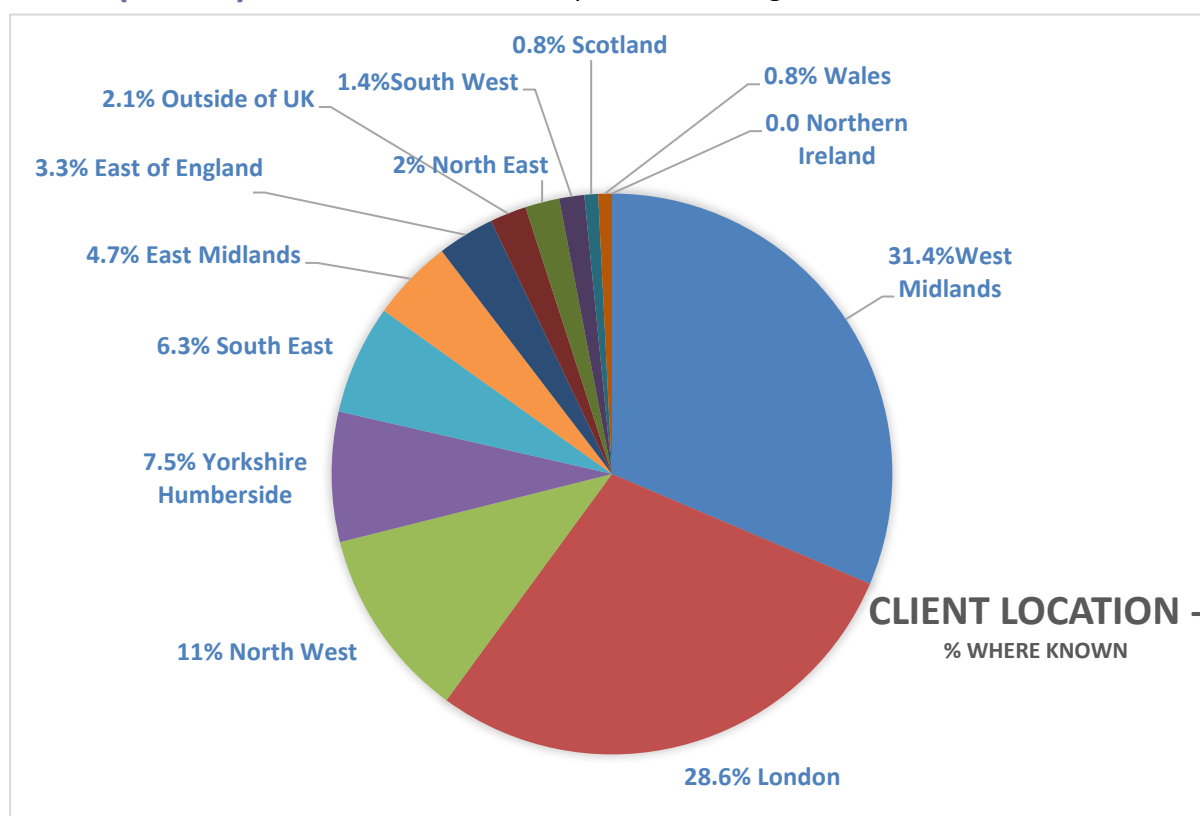
Pie Chart Data 1: the total % is 99.9% due to the "rounding off" effect

In the table below the known location data from 2018 is compared with the last 2 years of the operation and against the census data.This helps to identify areas where there are significant Muslim populations, where it is expected there would be a need for the MWN Helpline service.

The Helpline has been consistent in reaching out to clients who are based in the West Midlands and London, both of which are significant population centres for Muslims in the UK. The client base has always been proportionally higher in the West Midlands and this is very natural given the physical location of the team which means that more outreach activity and media contact tends to be focused on this area.

There is a slight growth this year in the number of clients who are known to live in the North West **(11%)** and this could be due to the additional outreach in this area for part of 2018. There is also a slight increase in the number of clients who are recorded as living in the Yorkshire/Humberside region. Both of these areas have significant Muslim populations and would therefore benefit from further concentrated outreach work to establish the local reputation of the Helpline amongst the populations there.

LOCATION RECORDED	2011 Census England and Wales % of Muslims by location	2016%	2017%	2018%
East of England	5.5	6	2.3	3.3
East Midlands	5.2	4	3.3	4.7
London	37.4	28	28.9	28.6
North East	1.7	2	3.5	2.0
Northern Ireland	-	Less than 1%	0	0
North West	13.2	10	10.2	11.0
Outside of UK	-	4	4.8	2.1
South East	7.5	5	4.7	6.3
South West	1.9	1	2.0	1.4
Wales	1.7	2	1.4	0.8
West Midlands	13.9	29	31.7	31.4
Yorkshire Humberside	12	7	6.4	7.5
	2011 Census Scotland % Muslims in Scotland			
Scotland	1.45	1	0.9	0.8
	Data based on the % of calls where location was recorded			

SECTION TWO: IMPACT AND RESPONSE

The Helpline was established to provide a faith and culturally sensitive service that would be able to offer information, advice and signposting to other services. The service has two specified outcomes which relate to the client contact with the service:

> **Outcome One**: Muslim women will have better life chances due to accessing the advice/information/support and by reporting/leaving abusive situations.

> **Outcome Two:** The mental well-being of Muslim women will improve becoming healthier and more active due to accessing advice/support and counselling that will enable them to make choices that will improve the quality of their mental health and reduce the likelihood of self-harm.

Each call made to the Helpline is mapped against these outcomes and the related indicators (see Appendix Two for the full summary) **74%** of the impact indicators recorded directly relate to outcome one and **26%** of the impact indicators related to outcome two.

OUTCOME ONE ALIGNMENT

For a service that is primarily established to provide information and signposting this alignment to outcome one demonstrates that the Helpline team are responding at the appropriate level to the range of issues that they need to address. They confidently provide a range of practical information that will help the client to make steps to resolve the issue and enhance their life chances.

OUTCOME TWO ALIGNMENT

In the second outcome area the main impact is that client was able to talk through their problems and consequently they felt listened to. The importance of being listened to is often highlighted as a pre-requisite for well-balanced mental health. For Muslim women this is even more important due to the tendency for voices to be silenced in wider society. As Dr Ghena Krayem comments:

> *"All too rarely are Muslim women acknowledged as living breathing beings, with real voices of our own. Voices that are often raised but rarely heard, let alone listened to. For many Muslim women, to be the understudy in your own story, to be relegated to the wings of life's stage while others say your lines for you, is our reality."*
> *Dr Ghena Krayem (Guardian Comment Feb 23 2018)*

OUTCOME THREE ALIGNMENT

The third outcome has a focus on communicating the collective experience of Muslim women who use the Helpline Service with the desired outcome that:

"Stakeholders will become better informed about abuses faced by Muslim women through shared learning from the helpline, enabling collective working to build stronger communities"

This outcome is about giving a wider voice to the lived experienced by ensuring that the evaluation report (and other related reports) is circulated and shared and that stakeholders can also access Helpline Data from the Dashboard.

MEASURING THE IMPACT

An important measure of the success of a Helpline Service is the overall impact that the service has on the individual making contact. It is important to find out the difference that making contact with the Helpline has made to the lives of the people who make contact.

An impact recording process has been in place since 2016 and at the end of the call the Helpline worker will record up to three impact statements that reflect the outcomes for this client. The figures show in percentage terms the reported impact of the intervention on each client.

It is significant that for so many callers one of the impacts they mentioned that this call had was "being listened to". For many people making contact with the Helpline is the first time they have felt able to share an issue which they feel unable to share with friends, family or within their faith community. The Helpline workers often comment how people will express the relief that they feel in finally having shared an issue that has been worrying them for a long period of time and to be listened to in a non-judgemental environment.

For many clients there will be a number of impacts that are reported and so the percentages will add up to more than 100. The table below shows the most significant of these impacts

As a result of the intervention client who spoke with the team were (up to three impacts for each client)	2018 %
Better Informed of Support Available	53.8
Felt listened to	42.6
More confident to deal with problems	18.9
Better informed of their Islamic rights	18.0
Better informed of safety issues / advice	13.9
Client better informed of legal rights	13.6
Given help by other support services due to our referral	12.7

More detailed explanation of each statement and what it covers can be found in Appendix 2.

The nature of the Helpline service means that it is not always possible (or appropriate) to track the longer-term impact of the service on the client. A call made be made to seek some further information and this information may be used immediately to make a change or the

client may retain the information until the timing is more appropriate to take action, this can make it difficult to make a progress checking call at the "right" time.

Where a service user does make contact after a call or where it is appropriate to make a follow up call then these are captured as case studies. These case studies are helpful for staff development and training and for sharing with funders and other stakeholders to demonstrate the impact of the service.

The 13 case studies are collated in SECTION 3 of this report. The case studies demonstrate the range of experiences responded to by the Helpline team covering domestic abuse, forced marriage, Islamic Divorce, Transgender issues and immigration. The most commonly used words within the case studies include marriage, family, husbands and parents.

One of the common themes in all the case studies is that the service user has reached a point where they do not know what step to take next. An example is Raheema who felt pressurised by her family about having an abortion. Being able to ring the Helpline enabled her to sort out her own thoughts and take the right decision for her needs.

In other situations, like Tahira the situation is much more complicated and Tahira felt unable to make a decision about leaving her abusive marriage and moving to a place of safety due to language difficulties and concerns about her immigration status. She was very vulnerable, and the team were able to work with other agencies to give her the necessary practical support so that she could move to a place of safety.

 In 6 of these 13 case studies there has been follow up activity either by the service user making or contact or by the Helpline team reviewing progress. The follow up with Kejal (who was at risk of honour based violence) discovered that although she had been supported to move to a place of safety and was no longer at risk of harm she was now feeling isolated and her mental health was suffering as a result. The follow up activity meant the team were able to activate her case again and could support her to overcome her feelings of isolation.

For many calls what is needed is space to be listened to and explore possible options and the caller will often feel better from the experience of knowing that they are not alone, and they will often express relief that there are different viewpoints to the more conservative Islamic faith that they may have experience. An example of this was in one of the male case studies, Imran who was able to share his transgender experience with the team. For Imran being listened to and finding out that there were LGBT organisations that offer faith and culturally sensitive support made him feel less isolated.

At times a practical response is required, and the Helpline team have a huge depth of knowledge about referral places and can support individuals to navigate their way through a complex maze of other agencies to quickly get the help that they need. An example of this is found in the case study involving Rupa who was the victim of revenge porn. The Helpline team could quickly get in contact with both the police and a specialist help line and get images removed.

The Helpline management team continue to explore ways of measuring the longer-term impact of the interventions made by the Helpline without invading the privacy of the individual clients.

RANGE OF ISSUES

Over the course of 2018 the Helpline team dealt with calls that covered **44** different issues. This is a significant difference between other Helpline services that can often be focused on a single issue. Further details about the range of issues covered can be found in [Appendix One](#)

There are some changes to the classifications of issues over 2018 to make recording clearer and to better reflect the experiences of Muslim women and girls. This includes a new distinction between child and adult survivors of sexual assault and to make a clear definition of sexual assault education/intimacy to better reflect experiences expressed in calls involving these issues. Sexuality has been re-categorised as LGBT, so this better reflects the types of queries made and ensures visibility is provided for the number of calls that directly relate to this issue, which is sometimes viewed as a taboo topic by some Muslim community members.

Looking at the issues raised most frequently these follow the pattern that was observed in previous years with domestic abuse and mental health being the most common themes in the calls.

The five issues that were raised most frequently are very similar to the pattern we observed in 2017 with both domestic abuse and mental health feelings dominating the calls. Faith and spirituality are just outside of the top five and is mentioned directly in 10% of the calls, however it is often referred to less directly within the call because callers will often comment on their appreciation for gaining an Islamic context for the next steps that they might want to take.

1. **Domestic Abuse** – **33%** of calls mentioned this as an issue and in 21% of calls it was the primary reason for the call being made.

2. **Mental Health**– **28%** of issues raised related to feelings or concerns about mental health. This can

Complex Needs of Muslim Women

In highly complex situations the team will refer the case to a dedicated case worker who has more capacity to explore the situation and offer support. This will often involve working with other agencies:

"Thank you so much for sending the Case Worker to our school to help the mum experiencing domestic violence. She has been an invaluable asset; I don't know what the mum and her children would have done without her help. I am so impressed"

School Parent Support Worker

typically include concerns about depression, anxiety, eating disorders and phobias. Concerns about self-harm and suicide are recorded separately and as expected are rarer and were raised in just under **4%** of calls.

3. **Relationships** – **19%** related to general relationship issues which could be with spouses/partners or with wider family relationships including in-laws, parents, children and siblings.

4. **Divorce** – **18%** - this was the second most mentioned primary reason for the call with 113 calls having this as the focus for making the initial call to the Helpline. Most of these calls are about wanting specific advice on getting shariah/Islamic divorce or about whether the marriage is recognised in UK law (for the purposes of divorce) There have been 6295 downloads of the Helpline Booklet on Marriage and Divorce and 8 out of the 13 case studies in Section 3 relate to divorce/marriage issues

5. **Marriage** – **15%** - this is mostly about women having relationship problems in their marriage, but also includes women seeking advice about marrying outside of their ethnicity or faith.

As previous reports have noted many calls to the Helpline are complex and multi-issued based. In 2018 **66%** of clients wanted help on two issues, **29%** of clients wanted support on three or more issues and just **5%** of clients had a single issue focus for their contact.

This complexity of calls puts a strain on the Helpline team who need to be able to respond to both a range of issues and the complexities of situations that require more than a short transactional style of phone call. Having a caseworker in place this year has helped the team to be able to offer longer term support for more complex cases.

TIME SPENT WITH CLIENTS

Over 2018 there were **931** individual clients who were supported by the Helpline, an average of **78** clients a month.

A total of **2285** hours a year of Helpline time is provided directly to clients, working out at **2.45 hours** of support for each client.

Many calls to the Helpline are complex and reflect the multi-issues that the clients are attempting to deal with. There is often a period of trust building where the client will disclose the most pressing issue (the presenting problem) and then as the trust builds the team will start to gain an insight into the deeper underlying problems which can often be the real concern.

The chart shows how each month the majority of the recorded time in conversations with clients will relate to follow up conversations from the initial call.

Time spent on queries
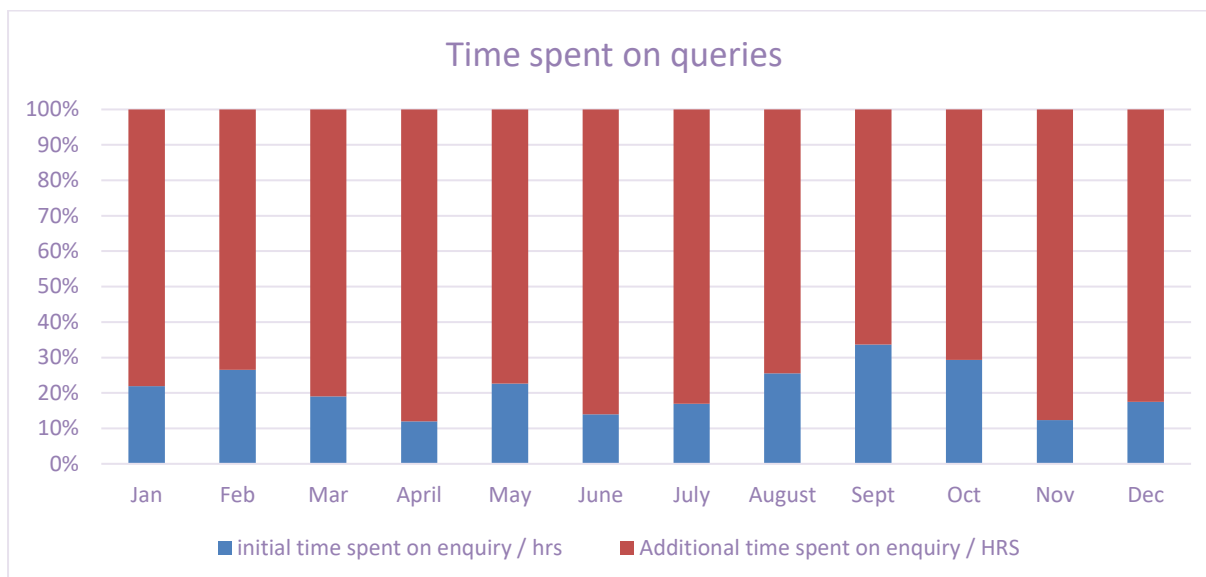
One of the areas of concern in previous reports has been the escalation of the amount of time spent on each individual client. The Helpline was established and funded to be an initial point of contact and there was a risk that the team would start to move into more a case worker role. This could happen where the client's needs were very complex and there was no other agency that would be able to provide sufficient support but the risk of this was that the workers were not available to handle other calls and were becoming overwhelmed.

The introduction in 2018 of a new case worker and the renewal of funding for the counselling service has helped to provide the team with a suitable referral place for the more complex calls. This year is the first time that the amount of time spent on the average call has reduced. This is a positive sign that Helpline Time are balancing the needs of the client to be listened to with the limitations of a Helpline service and the creep into case working previously observed seems to be beginning to shift. This is also an issue that the new Helpline manager is aware of and since joining the team in September has been supporting the team members to close cases where there is no further action required.

Monthly average of hours	2017	2018
Initial calls	34 hours	36 hours
Additional time -follow up calls	160 hours	154 hours
Total time spent on clients	194 hours	190 hours
Average time for each client	2.8	2.45 hours

PRACTICAL SUPPORT

The Hardship Fund was established in 2016 to provide limited financial support on a discretionary basis to adults and children regarded as vulnerable following contact with the Helpline for support.

During 2018 opportunities have been sought for smaller scale organisations and individuals to contribute to the Hardship Fund and some supporters have done fundraising events over

2018 to raise funds for the Hardship Fund. Over the 2018 there have been several requests for support from the Hardship Fund and a total of £4150 has been spent supporting women in need.

The Hardship Fund has been invaluable in providing to support to service users who are in desperate need. In the case studies there are two examples which demonstrate how this fund can help provide safety from harm in extreme situations that some service users are in.

1. In the case study of [Kejal](#) , who was at risk of honour based violence, the fund enabled the purchase of some essential items and transport so that she could move quickly to a place of safety.

2. For [Tahira](#) the Hardship Funds meant that the team were to support her to find a place of safety so she could leave an abusive marriage with her children even when there were no available refuge spaces available at that time.

COUNSELLING SERVICES

An initial pilot study from December 2015 to March 2016 established the benefits of being able to provide more intensive counselling for some callers to the Helpline. A further short period of funding meant counselling was provided between October 2017 and April 2018.

Additional funding from Reaching Communities Big Lottery Funds was provided for 5 years from 2017 for counselling, providing £5,000 a year for faith specific counselling for callers and £500 towards providing support counselling for Helpline workers, where required.

During 2018 there were **52** referrals made from the Helpline service to the Counselling team.

Improvements have been made to the referral process on the updated system so that some data can now be directly transferred to the counselling service, reducing the duplication of data whilst still maintaining the data confidentiality between the Helpline and Counselling data recording systems.

SECTION THREE: MEASURING IMPACT: CASE STUDIES

These case studies are from a selection of the calls made in 2018 and reflect the wide variety of issues that are covered in the calls to the Helpline.

ABORTION: RAHEEMA

Raheema, was in her 20s and wanted to talk about her feelings in relation to having an abortion. She was struggling with the decision because of her faith. She was also getting pressure from family who were trying to influence her decision. Helpline staff talked through her options and gave her more clarity what her faith says / does not say on the issue providing information on the different interpretations so she could make an informed decision by herself given her personal circumstances. The team helped Raheema to recognise that it was important that she made the decision herself and not to be emotionally blackmail by others into a decision that would affect her forever.

Impact Follow Up

> Raheema called back 3 months later to say: *"The conversation helped me to understand my options and get clarity in the different opinions. I felt someone was listening to me and giving me the space to think and to understand that decision is mine and that I do not have to involve the entire family. I have now seen my GP and have started counselling."*

DOMESTIC ABUSE (COERCIVE CONTROL): NISBAH

Nisbah was in her 30s and had been married for three years and shared how her experiences in her marriage were making her very unhappy and depressed. Over a series of telephone conversations, she revealed how her finances and contact with family and friends was restricted by her husband. She also shared how he would regularly belittle her and verbally abuse and threaten her unless she complied with his numerous demands. The helpline worker helped her to recognise that her treatment amounted to coercive control and that it was domestic abuse. She was provided with information about support available including what action she could take.

Impact Follow Up

> Nisbah contacted the helpline 5 months later and said: *"You helped me cope with my marital problems and helped me to see a light at the end of the tunnel. Fast forward a few months and I am at a much better place in my life now. I am no longer with my husband as we separated two months ago. I believe I have been empowered and supported enough to make a decision concerning my life in order to take care of my mental health and well-being for the better."*

Maryam was a vulnerable young woman in her 20s. She had formed a friendship with man who had pressurised Maryam into marrying him. He had emotionally blackmailed her stating that as she had been meeting up with him, she had a duty to marry him otherwise she would be committing a sin. She explained how she was taken to a house where she had an Islamic marriage with neither of their respective families present. On reflection she felt the two witnesses and the imam may not have been genuine and the ceremony therefore may have been a fake to make her think she was married. Maryam disclosed what had happened to her mother and she returned home. However, the man continued to threaten and harass her demanding that she returned to him.

Impact Follow Up

The helpline supported Maryam to report the man to the police for potential forced marriage and harassment.

MARRIAGE / SEXUALITY: SAIQA

Saiqa contacted the helpline because she wanted advice on what to do about her marriage. She explained how she had an arranged marriage and had moved in with her husband and in-laws. However, her husband had refused to be intimate with her. Eventually he informed her he was gay and moved her into the spare room. Saiqa then discovered that his parents were already aware of his sexuality. The husband and his parents were pressuring Saiqa to remain in the marriage to help keep the appearance of a genuine marriage and were making her feel guilty.

Saiqa wanted to leave but she was worried about what others in the family and community would say if she left the marriage and that might be blamed for the breakdown of the marriage. Saiqa was advised that she could have both her civil and Islamic marriages annulled. She was also advised to put her wellbeing first and was helped to understand that concealing her husband's sexuality was not her responsibility.

Impact Follow Up

Contact was made with Saiqa 4 months after the initial contact – *She had returned to live with her parents, and they were supportive of her decision to leave the marriage. She had also started the process of getting her civil and Islamic marriages annulled.*

DISCRIMINATION: HANIF

Hanif, a 14-year-old boy contacted the Helpline via text asking if we only helped women. The team responded that help was provided to anyone who makes contact regardless of gender or religious belief or no belief. He responded by text requesting someone to call him. He explained that he had been subjected to racist and Islamophobic bullying at school. His parents had reported the matter to the police and the headteacher who took no action.

Helpline Staff referred him to "Tell Mama", an independent, non-governmental organisation which systematically records all reports of anti-Muslim hate incidents and crimes

Impact Follow Up

Two weeks later his *mother called the helpline to thank us for the referral to "Tell Mama" and explained that they were now being supported to challenge the failings of the school. Hanif had been moved to another school and was feeling more confident and safer.*

CHILD SEXUAL ABUSE: MUSSURAT

Mussurat was in her early 40s and discovered that her husband has been sexually abusing their son. She wanted to report her husband but was reluctant to do so due her fears of the consequences. She was worried that no-one would believe her son, that the process for reporting would be traumatic and that family and friends would not support her

Helpline staff talked Mussurat through the steps of the process, explaining what she needed to do and who and how to report to both social services and the police. They also explained the type of process she could expect.

Impact Follow Up

With the support of the helpline Mussurat made a report to both the police and social services.

FORCED MARRIAGE: AMARAH

Amarah is a young woman in her early 20s. She made contact because she was worried about being forced into marriage and needed help. Her mother had booked flights to go to Pakistan, which Amarah had believed to be a holiday. However, she overheard a conversation that she would be married off once in Pakistan, against her will. Helpline staff took flight information including airport details.

Impact Follow Up

A refuge space was arranged, and a plan agreed about how and when Amarah should leave her family home without arousing suspicion. A regular contact regime was established to ensure the helpline was aware of her movements. Contact was made by the Helpline with the police and they were provided with all the relevant information if it became necessary for them to intervene at the airport.

HONOUR BASED VIOLENCE: KEJAL

Kejal is a 17 year old Kurdish girl. She made contact because she was worried that about being subjected to violence and being sent to Iraq. She had been sent abroad to live in Iraq with extended family members for a few years previously as a punishment for behaviour

considered inappropriate by her parents. At the time social services had been involved but had failed to safeguard her and therefore did not trust social services to support her now things were escalating again.

Kejal had been brought back to the UK about a year ago and had enrolled on a college course. However, recently her parents had become suspicious that she was in a relationship. Kejal was worried about the consequences of this and was worried about being sent back to Iraq and her mother had also made threats about killing her.

One day the situation escalated, and it was not safe for Kejal to return home after college. However, Kejal had no money, no safe place to go to and all her belongings were at her parent's house. The helpline staff found a refuge and arranged travel to it as well as arranging essential essentials items such as toiletries and clothes to be bought using the Hardship Fund.

The helpline involved the college safeguarding / pastoral care, police and the social services. Due to the high-risk nature of the case, Kejal was supported to change college and referred to the Multi-Agency Risk Assessment Conference (MARAC) where appropriate safeguarding measures were put into place.

Impact Follow Up

Kejal was contacted after 3 months: *She had not returned to her family home and is living her life without restrictions and feels much happier. However, because Kejal had to move away from her siblings, friends and college, she had started to feel isolated. The helpline team re-opened her case so she could be provided with further support to address her isolation.*

TRANSGENDER: IMRAN

Imran is a Muslim man in his 30s and he contacted the helpline because he felt that he had nowhere to turn to. He said that he had always felt like a woman and felt he was trapped inside a man's body. He explained he was in a professional job and although he lived near his family, he was living on his own which allowed him to dress up as a woman. However, Imran's family was religiously conservative, and he could never express his true identity to them.

Imran's family had started to pressure him into getting married. Imran felt torn because on one hand he felt that he was committing a sin and on the other felt he could no longer carry on living a lie. Imran felt lonely and depressed and he had no one to talk to. The helpline staff reassured him that he was not alone in feeling this way and gave options about moving to a different city, so it would be easier for him to express his identity. They also informed him about specialist faith and culturally sensitive LGBT organisations who would be able to support him and where he could also meet other people who were in the same situation as him so he would feel less isolated. Imran felt more confident to gain knowledge that there

were people that could help and support him and that there were other Muslim men in a similar situation to him.

Rupa is woman in her 40s who had a sexual relationship with a man. However, when the relationship ended her ex-boyfriend put up intimate videos of her on Facebook through fake accounts. Rupa was worried about the consequences of her family seeing the videos.

Follow Up Impact

Helpline staff verified that her concerns were well founded and contacted the police and the Revenge Porn helpline. The result was that the videos were removed.

DOMESTIC ABUSE / IMMIGRATION / HOMELESSNESS: TAHIRA

A school contacted the helpline because they were supporting Tahira, a parent who was being abused by her husband and in laws. Helpline staff spoke to Tahira in Urdu. They learnt that she had come to the UK on a spousal visa from Pakistan several years earlier and had three children and was also heavily pregnant. Her husband had not applied for Tahira's indefinite leave to remain so it could he was able to use her insecure immigration status to control her.

Her husband would beat her regularly and lock her in the house. She noticed that her son had started to copy his father and hit his sister. She wanted to leave her husband but had no money, no accommodation and was worried about being sent back to Pakistan. She had no idea about her rights and what support was available to her and so felt trapped and vulnerable.

The helpline advised to move to a place of safety and helped guide Tahira about the items she should pack and to go to the school once her husband was out. There were no refuges available to accommodate Tahira and her children, so the Hardship Fund was used so that Tahira and her children could temporarily stay at a hotel. Food was also arranged for her from the local food bank.

In the following days helpline staff made a Destitute Domestic Violence Concession application so that Tahira could access benefits and could start sorting her immigration status through a solicitor. Social services and the police were also contacted. Helpline staff worked with social services to find alternative accommodation.

Whilst in temporary accommodation Tahira also gave birth to her fourth child. Tahira was provided with further support including money from the hardship fund and support with filling in a social housing application for more long-term accommodation.

Follow Up Impact

A check was made on Tahira's progress 8 months later: *She had received indefinite leave to remain in the UK and had moved with her children to more appropriate accommodation provided by the local Council.*

ISLAMIC DIVORCE: AFIFA

Afifa contacted a Shariah Council to help her get her Islamic divorce. The Shariah Council assessed her case and agreed to issue Afifa with an Islamic divorce certificate if she signed a document that would allow her husband to have access / contact with their child. Although she wanted the divorce, she was alarmed that the Shariah Council were making her sign such a document as they were aware that she had reported her husband for child sexual abuse and CAFCASS were involved.

Follow Up Impact

Helpline staff saw a copy of the document and advised Afifa not to sign it and informed Afifa that Shariah Councils should not be getting involved in child access / custody matters in any scenario even if child abuse had not occurred as it was a matter for civil courts. Helpline staff supported Afifa to obtain her Islamic divorce from another Islamic divorce service.

DOMESTIC ABUSE / DEBT: ELIF

Elif is a woman in her 40s she was living with her husband and her 15-year-old daughter (from a previous marriage) in rented accommodation. She was an EU citizen of Turkish origin and had been come to the UK to live with her husband.

Elif's husband used to abuse her regularly and would not give her any money. One day he abandoned Elif without any warning.   Elif was left with no money, could not buy food and was receiving letters from the estate agents demanding rent. Elif's daughter was going to school hungry. As Elif could not speak English a friend called the helpline on her behalf. Helpline staff arranged for some emergency food to be delivered to Elif and found a local organisation with Turkish speaking support workers that could help.

Follow Up Impact

A referral was made to the local organisation who then contacted the landlords and helped her access benefits.

SECTION FOUR: STAFFING AND MANAGING THE HELPLINE SERVICE

In the last report it was highlighted how 2017 was the beginning of a period of organisational change for the MWN Helpline Service with changes in the management and staffing of the service. 2018 year has continued the experience of organisational change as the Helpline moves towards its maturity as an organisation. In 2018 many of the new employees left during the year and the team continue to need to change and adapt to a range of challenges. The changes in staffing have meant that the team finished the year with a lower level of staffing than required to run the service effectively. However, recruitment and training of a new team was in place at the beginning of 2019 and it is hoped that the new team will settle and be retained to provide consistency in the service delivery and the team will make a transition into a more stable stage of organisational maturity.

RECRUITING AND RETAINING TEAM MEMBERS

At the beginning of 2018 a new Helpline manager joined the team and from March 2018 there were 4 new workers joining the existing team of 2 workers and the Helpline manager to provide a total of 84 hours supporting the Helpline to operate.

The new manager and the 4 new workers were all on part time contracts. During 2018 the manager and two of the new workers left to find other employment that suited their personal and career goals and one of the existing workers left due to health concerns during her early pregnancy. Another member of the new team took maternity leave in December 2018.

This type of change in staffing is not unusual in small organisations, where part time roles are the normal practice. The management team at MWN are now better prepared for these changes and have put in place a longer notice period so that the gaps between one worker leaving and a new worker being recruited has been reduced. This has helped the team to avoid a repeat of the staffing crisis that was reported in the 2017 report.

The team at MWN have learnt from experience that the Helpline worker roles are best done on a part time basis. This can help reduce the potential for stress and burnout in the role and also provides a diversity of skills, experiences and insights that would not be possible in a smaller team of full time workers. However the challenge of part time working is that it can often be seen as a stepping stone to full time employment. The 4 new recruits in 2018 were all younger graduates and 3 of them have now left the Helpline for personal and career goal reasons and the 4th is now on maternity leave.

In common with all small organisations MWN Helpline needs to develop ways of supporting and managing team members through the challenges in both life and work and needs to build into future plans a degree of flexibility to accommodate changes in staffing levels.

MANAGEMENT ROLE

It was agreed by the management team to recruit a full time Helpline manager to ensure consistency of management support throughout the day. Having one full time role will help improve the communication and hand over that can be an issue when employing a number of people in part time roles.

The new manager started in September 2018 and came from a social work background with a wealth of experience in mental health.

The full time Helpline manager role ensures that there is now always supervision and that more support and guidance can be provided throughout the day. The time of the manager is not allocated to the Helpline calls so that the manager can step back and focus on the overall functioning of the Helpline and this strategy has started to make a difference to the professional support and oversight for the Helpline team. The Helpline manager role will provide more consistency in the advice provided for the team, ensure regular feedback to the team and will monitor the quality of the data inputting so that this is an accurate recording of the time, effort and the outcomes achieved.

Focused Recruitment

A further insight over the year was that although employing younger people bought diversity to the team there was always going to be a challenge to retain them in roles which offered so few hours each week. The team wanted to create a more stable workforce and decided to approach the next wave of recruitment in a different manner by choosing to target women who had had a gap in their employment and were looking to re-join the workforce. The team believed that this approach would encourage women to apply who had wider life experience and that this would help them to be less overwhelmed by some of the more challenging calls that are handled on the Helpline.

This strategy fitted with the wider MWN philosophy which supports women's empowerment so a return to work programme was developed and launched in December 2018 to recruit workers for 3 days of Helpline work. The advert for this

Professional Training

"Joining a community organisation was not what I expected, and I was really impressed by the way my recruitment and induction was handled, it was so professional. It was great that the training was a month long.

As a social worker I thought this would be more of a refresher, but it did give me a different perspective and helped me to add layers to my previous training and make it richer"

Helpline Manager

paid opportunity was advertised to existing volunteers and to women seeking to return to work.

In a change to the usual recruitment practice the applicants did not have to submit a CV but instead were asked to address a series of questions that would help her to relate her experience to the job description and person specification.

USE OF VOLUNTEERS

The retention of volunteers will always be a challenge and it is now accepted that the Helpline benefits from the recruitment of volunteers to enable the team to build the capacity of a skilled team of people. Some volunteers will go onto to find employment elsewhere, and often remain connected to the wider MWNUK campaigns and fundraising work whilst others go on to take up internal paid roles as these become available.

A team of 3 new volunteers joined the Helpline in January 2018. These volunteers were recruited via the membership network and were committed to volunteering. By the end of the year two had left their volunteer roles to seek other opportunities and one took employment with the Helpline team as a caseworker. A further three new volunteers joined at the same time as the new Helpline manager so that the training could be combined. One of these volunteers found paid employment, the remaining two continued to volunteer for the Helpline into 2019. Both volunteers are employed one day a week and help to fill gaps when people go on leave. These volunteers were able to successfully apply for the new vacancies for paid workers in 2019.

As part of the return to work recruitment programme a search was also made for additional volunteers. It is hoped that the presence of a full time supervisor will support the retention of these skilled volunteers so that they can continue to contribute to the Helpline service over a longer period of time.

The new manager has created a structured plan for volunteers to support them with more structure and activities.

SUPERVISION AND SUPPORT

Regular supervision sessions have now been established for each member of the team and actions have been taken to ensure that the content of this session is kept confidential.

The new Helpline manager is developing the team meetings so that there is space for positive reinforcement and feedback so that the agenda is constructive and space provided for positive feedback. A folder has been established for positive comments and feedback that has been collected in during the year.

"we have regular team meetings now and it is good to have our work appreciated"

Helpline Worker

The team has requested that future team meetings have a section called "Ask the Board" so there is an opportunity to share forthcoming media campaigns and activities and provide advance warning of campaigns and an opportunity to share concerns and address questions.

> *"we do some amazing work and we just need to talk about it and make clearer links between the Helpline and the campaign work as part of MWNUK. It will build confidence and pride in the team by talking more about the wider campaigning within the organisation"*
> *Helpline Manager*

The Supervision process has been improved so that this is now formally recorded and scheduled for an hour as previously supervision has sometimes been a brief conversation and had not been formally recorded so it is difficult to measure the impact on the development of each team member.

Supervision is helping workers to explore more about their unconscious bias in the way that they may approach situations so that they can develop their self-awareness and become even more sensitive about how to be non-judgemental in the way that they respond to the needs of the service users. The new Helpline manager also sees supervision as a valuable opportunity to share the many successful impacts that the team make on the lives of Muslim women and girls.

> *"I want to build in more positive reinforcement into the work, we cannot just keep telling people what they are not doing well"*
> Helpline Manager

The new method means that each supervision session is planned and scheduled in advance and the Helpline Manager encourages team members to prepare for the session by reviewing a recent case including listening to the recordings to the related calls

This structured reflective supervision practice is a new method for some of the experienced team members and was being gradually introduced so that the team are more comfortable with reflective practice. In the next review it will be more possible to measure supervision activity more accurately

CASE MANAGEMENT

One of the immediate areas of impact for the new manager was case closure as she was able to systematically work with the team to review the existing cases and agree a case closure process. In discussion with the team she pinpointed that the lack of consistency had been a major barrier to case closure:

> *"One of the things that the team were struggling with was the management change. There were so many different people involved during the transition, so they were getting 3 different types of advice. This increased level of stress and the lack of*

The Helpline manager role has a clear case management element to it, and this will be easier with the new case management IT system. When she joined in September, she introduced a debrief process for the end of the shift so that helpline workers can update her about any outstanding issues. This helps to ensure that team members do not leave the office "carrying an emotional burden" back to their families.

Improvements are also in place for case recording. The new manager noticed that the team members were prioritising picking up calls and whilst this was commendable this was often done at the cost of recording notes on the previous calls. Ultimately this has meant that some of the impact from the work of the team has not been fully recorded which long term can mean that some of the important work done by the team is under-reported. Team members are now proactively encouraged to take time after each call to review the call content and write up their notes.

The new case management system will enable the team to move further towards a paperless system. Previously forms such as data breaches and hardship funding requests were completed manually and these are now all completed within the case management system which makes it easier to monitor the outcomes and to reduce the amount of paper and storage of documentation in the office.

WORKING HOURS/RESILIENCE

One of the concerns in previous evaluations has been about how to support the Helpline team to manage their working hours and maintain their emotional resilience to the work issues raised.

One of the interventions made by the new manager has been to challenge the use of personal mobiles for Helpline calls. This intervention has helped the workers to be able to switch off from work without fielding calls on their personal phones or going out to do something to help a client after their have left work.

> *"We have to enable our clients to build their independence, we cannot rescue people and it is a hard decision to make to let them work things out themselves when the helpline is closed but we have stay within the boundaries of our work"*
> *Helpline Manager*

The impact of this is to help to reduce the stress levels in the team, by creating clear work/home boundaries.

SECTION FIVE: ENGAGEMENT WITH OTHER AGENCIES

The Helpline team continue to work proactively with other agencies, often encouraging them to act to intervene to prevent further risk of harm to vulnerable individuals. The Helpline team attended 3 Marac meetings (Multi Agency Risk Assessment Conference) for high risk cases during 2018 advocating on behalf of clients of the Helpline.

POLICE INVOLVEMENT

Since 2016 the Helpline team have begun specifically recording the number of clients where there was police involvement in the case. This could sometimes be involvement prior to the call or it could be that the client was advised to contact the police after the call. This year **21%** of cases had an element of police involvement which is very similar to the **25%** of case recoded in 2017

In **11%** of these calls where the police were involved this was initiated by the Helpline Team, which sometimes goes against the wishes of the client following the duty of care that the Helpline has to vulnerable adults and children. This is consistent with the proportion of cases referred to the police during 2017 and shows a consistency of approach.

The MWNUK Helpline team have been invited to participate in the National Police Chiefs group on Domestic Abuse and MWNUK has helped to ensure that the complexities of many domestic abuse cases for Muslim women are given consideration

Over the four years of the Helpline operation there have been many interactions with the police which have raised some concerns about the wider criminal justice system. In 2018 the MWNUK were funded by the Barrow Cadbury Trust to analyse cases from the Helpline that had criminal justice system involvement. The funding allowed the team to provide additional support to women who were engaging with criminal justice institutions and would engage on their behalf and follow up with the police if it was found that they were not acting on reports of abuse/harassment/hate crime. The report "Muslim Women's Experience of Criminal Justice System" will be published in June 2019

SOCIAL SERVICES INVOLVEMENT

Maintaining a good working relationship with Social Services is vital and Helpline will involve this statutory service in situations where safeguarding issues particularly those relating to the welfare of young children.

The level of Social Services involvement has remained consistent with the cases recorded in 2017. **14%** of cases had some level of involvement from Social Services. In 13% of calls the

Helpline directly initiated contact with social services, either on behalf of the client or because of safeguarding concerns about the situation (sometimes these calls are made against the expressed permission of the client)

The lack of funding for social services has an impact on their ability to get involved in safeguarding cases. There are examples of cases where both the police and MWN have needed to put pressure on social services to encourage intervention. This perceived lack of action can feel frustrating to the helpline managers. However the new manager is able to use her experience of having previously worked in social services to build understanding of the statutory responsibilities on the service and what priorities they work to so that the team are better able to focus on priority cases and ensure that these do remain open concerns within the relevant social work teams.

Towards the end of 2018 the team were involved in a complex case involving a young woman and her abusive family. The team at MWN had to put pressure on social services to get involved in the situation due to concerns about the level of risks which required cultural sensitivity to fully appreciate.

> *"In the final Marac (Multi-agency Risk Assessment Conference) meeting we were praised by the police for our determination to keep the attention on this case and get the young women to a place of safety"*
> Helpline Manager

SAFEGUARDING CONCERNS

Some of the information shared during calls raises concerns about the safety of the client and/or others involved with them. At times the duty to protect the safety of vulnerable adults and children overrides the principle of confidentiality.

Safeguarding cases most commonly included situations involving domestic abuse (approx. **33%**) and Honour Based Violence and Forced Marriage (approx. **33%**) and self-harm/Suicide (10%) Other safeguarding cases recorded have involved child protection issues, sexual abuse and homelessness.

Feedback from other agencies

"The standard of the referral that I received was very thorough. It contained all the information (and more) that assisted when we had to make very quick decisions on the situation"
Social Worker

"I have to say how impressed I was with the professionalism of the manager and workers who had an excellent understanding of the client's issues"
Social Worker

"I just wanted to thank you for all the advice and support in helping me to report my husband to the police"
Service User

Year	Total Cases	Safeguarding Cases	% Safeguarding Cases
2018	931	99	11%
2017	792	111	14%
2016	583	30	5%

During 2018 the Safeguarding Protocols have been clarified and improved. This has made the process easier to understand and for workers to feel more confident about assessing the level of risk for each case. This has helped created more realistic assessments and addressed an area of concern raised in the previous report about getting the balance right so that the level of safe guarding reporting does not overwhelm the team but still protects vulnerable adults and children from the risk of harm.

When the new manager joined in September the Safeguarding Procedures were further reviewed and amended because the team were tending to rate everything as a "Safeguarding Issue" so that managing the safeguarding related cases was becoming overwhelming. There was also a period of inconsistent and sometimes conflicting advice during the period before the new manager was appointed and it is expected that reporting levels on safeguarding issues will stabilise and reflect a consistent approach to risk assessment.

One change has been for the Safeguarding Processes and the Database categories to be aligned – including the colour scheme so it all fits together and a process has been introduced at the end of 2018 so that each case is audited by two people when the case has been closed to ensure all safeguarding issues have been appropriately handled.

CONSULTATIONS

In May 2018 the MWNUK were able to respond to a national consultation by the Ministry of Justice on Domestic Abuse. The submission was based on experiences of women reported to the Helpline service over the last 3 years of operation.

DATA SHARING

The Helpline Dashboard was launched in 2017. It was designed to share data to improve practice and policy regarding Muslim women and girls and can help with research and awareness rising of issues.

During 2018 there has been limited management resource to proactively promote this data source to other agencies and researchers. This remains something that can be actively developed over the coming years and the cumulative collection of data will become more useful as longer-term patterns can be observed. To access the data individuals and organisations need to register on the website and can access the dashboard to support their work: http://www.mwnuk.co.uk/muslim-women-helpline-dashboard.php

SECTION SIX: STRATEGIC DEVELOPMENT OF THE HELPLINE SERVICE

One of the biggest areas of progress in 2018 has been the development of a new streamline case recording system which will help the team to record, monitor and review work. This work also ensured a streamlining of procedures and advice so that this information is now recorded in an electronic format and is integrated into the main case management system.

Recommendation from 2017 Report	Response during 2018
1. **Support the Integration of New Team Members**	The presence of a full time manager from September 2018 has helped to create a regular structure for support. There are monthly closures of the Helpline to enable the team to meet together for a team meeting and there are de-briefs at the end of each working day. Senior management team are joining in the team meetings to provide verbal updates from the wider work of MWNUK
2. **Revision of case recording procedures to ensure fit for purpose and reduce duplication**	The introduction of the new case management system in January 2019 will provide a simplification of the case recording process. This combined with the review of all procedures – now also recorded onto the case management system – will lead to greater organisational efficiencies in 2019
3. **Develop Supervision and Support Systems**	Regular supervision and support for all staff members has been established during 2018 and the appointment of a full time manager in September 2018 has ensured that a supervisor is always available to provide advice and support to team members
4. **Review Case Work Boundaries -**	The presence of a case worker has helped the team to be able to hand over more complex cases. The new case management system has introduced new procedures that will support monitoring of open cases and will encourage case closure
5. **Continue to Build on Work with Under 21s**	Although MWN would have liked to have further developed engagement work with young people it has not been possible due to understaffing. The webchat function which is mainly used by younger clients had to be stopped because of the staffing issues. Outreach work has been more limited due to staffing shortages In 2019 the team are working towards producing a video for younger people that is targeted at their specific interests

6.	**Build on the national focus for the Helpline Service**	The Dashboard has been made available to other organisations and this could be further promoted to increase awareness.
7.	**Review the training and development for new starters**	The training has been reviewed and is considered comprehensive, with a focus on the most relevant of the issues covered by the Helpline calls. The previous folder of advice has now been converted to electronic content so that is much more accessible and can be used easily by the team when handling calls outside of their area of existing expertise. The new manager has introduced reflective practice into supervision sessions to create a learning focused culture within the team
8.	**Promote the Hardship fund**	A donation of £4,100 was made by Muslim Hands to the Hardship fund for 12 months from March 18 to March 19 and additional fundraising activities by MWNUK supporters (£2,700) have helped to boost the funds
9.	**Reduce reliance on individual team members – so that no one needs to feel irreplaceable.**	The revision of the procedures and the new case recording system make it easier for the team to support each other and manage cases together. Regular meetings are in place for the Helpline manager to ensure that she is able to get advice and to be able to share any challenging situation
10.	**Seek Additional Long-Term Funding for the Helpline and Counselling Services**	The team are now into the 2nd year of Big Lottery funding and have been awarded a 3 year grant from Comic Relief which will start in Feb 2019. In 2018 Tudor Trust provided funding of £10,000 to support the development of the new database/procedures and dashboard. Muslim Hands have provided funding of £10,000 for both the Helpline and the Hardship fund (March 18 – March 19) Longer term funding will continue to be sought so that the team are able to build capacity and provide more learning and development opportunities for the team.

SECTION SEVEN: DELIVERING A PROFESSIONAL HELPLINE SERVICE

In 2015 the Helpline Service was established from scratch and has evolved into a highly respected small organisation that consistently delivers a complex service to users with a multitude of different needs. Longer term funding was secured in 2018 for the Helpline which has helped to provide stability to the team and enable longer term investments.

CASE MANAGEMENT

In the previous report concerns were raised about the case management system. Whilst the database was adequate during the start-up phase of the Helpline it was clearly overstretched as the service has developed. The interface was not intuitive and the lack of a clear overview meant that the team were often duplicated record keeping on the data base and on an app based system, Trello.

During 2018 £10,000 of funding was provided by the Tudor Trust towards the costs of updating the case management system, to develop online procedures and the Helpline Dashboard (for external access). This funding combined with additional resources has enabled the team to design and develop a new data recording and storage system and an easily accessible set of on line procedures so that Helpline staff can offer consistent advice. All existing data was migrated to the new system to ensure that the full historical record of the Helpline service was retained. The new system was tested during November and December 2018 and was launched in January 2019.

The new system provides an easy visual reference point for all team members, with an easy to navigate central dashboard which provides an accessible overview of current activity. This

Focus on Continuous Improvement

"I like that as a relatively new manager I can give my ideas and opinions about what we can do to improve things. I feel like I have autonomy and freedom to express my views"

Helpline Manager

"I was pleasantly surprised at the length of support offered and time given to me"

Service User

makes it easier to locate cases including those that are currently open. The system has eliminated wasteful duplication and there is no data stored on paper or other generic systems.

Most of the forms used by the Helpline team are now available on line including applications for the Hardship Fund and Data Breaches. This makes the applications easier to monitor and has cleared the office of the burden of storage of paper based information.

The system is integrated with the counselling data base so the Helpline workers can now complete a referral online and this automatically populates the counselling data base. The helpline workers are unable to see the counselling data base so integrity of the data is maintained whilst eliminating the use of paper/email to transfer information between the two elements of the service.

In the future the new system will help ensure high quality of data captured. All fields need to be completed before case closure and the Helpline Manager has to data audit cases for closure so there is a second check that data fields are correctly completed. An additional advantage is that the system operates using individual log ins, so it is easy to see the different workers and their contribution to a case

The new system offers a higher level of security as the log in function is limited for most people to the office IP address, so this limits access outside of the office environment to the senior management team.

UPDATING PROCEDURES

The concerns raised during 2017 about the Helpline procedures have been addressed. All procedures have been review during the year and all procedures are now accessed on the new database and any documentation required can be done electronically.

One of the most critical procedures is the Safeguarding Procedure and this was reviewed in the early months of 2018. A new procedure was agreed with much clearer guidelines to support workers to assess the level of risk and to take the appropriate action relating to this assessment (a copy of this is provided in Appendix 3)
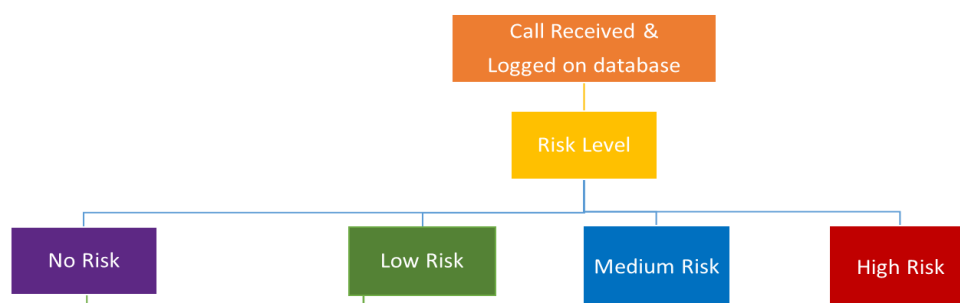
The process review has helped the team to gain clarity about those types of issues that are no risk or low risk and those that are much higher risk and need further action to be taken by the Helpline.

Further Safeguarding Training will be provided during 2019 for both new and existing team members and the process will be reviewed throughout the year to ensure it is offering the right balance of between risk and over-protection.

OFFICE ACCOMMODATION

The building renovation work is now complete, so the Helpline is now able to operate in a quieter working environment with improved accommodation in the general surroundings of the office, including a small kitchen area that can be easily accessed without the use of stairs.

The space is still limited and only 2 Helpline phone lines can be operated at the same time because of the lack of space for the workers. This may cause some challenges in 2019 with the growth of the volunteer team. Expansion of the Helpline service will require investment in a new office base, however this is not a challenge that needs to be addressed during 2019

SECTION EIGHT: PROMOTING THE HELPLINE

It is always helpful to know how each individual client found out about the service because this can helped focus limited marketing budgets on the areas of most impact.

The most cited method of finding out about the service continues to by an Internet search – **59%**. Friends and family continue to be another source of information – **12%** which was the same proportion as in 2017 and shows the continued value of informal networks. There is a growth in other organisations are acting as a stated source of recommendation/suggestion in **11%** of the calls – from 7% in 2017.

A new data field choice introduced this year provides an option to record that the client had previously used the service on a previous matter. **6%** of the clients phoned the Helpline because they had used the service previously.

The nature of the calls to the Helpline can make finding this information challenging because in an emotionally focused call it is inappropriate to ask data collection type questions. There is a slight increase from 38% in 2017 to **44%** in 2018 of calls where this data was not recorded. The new database and increased auditing of data recording may result in more of this data being recorded in 2019 and the team are encouraged to continue to focus on collecting this data (where it feels appropriate to do so)

How people find the Helpline service	%
Internet Search	59
Family / Friend	12
Another org	11
Has Called Before	6
Work Colleague	4
Event / Workshop	3
Another website	2
Leaflet / Poster	1
MWNUK BOARD / STAFF	1
Social Media	1
Data based on where the referral source was recorded	

WEBSITE ENGAGEMENT

The MWNUK Helpline website is very important as a source of referrals with **59%** of callers mentioning this. Last year there was a concern about the dip in visits to the website, but it now looks as if 2016 represents an unusual spike in activity as the levels of website engagement in 2018 is consistent with the reported contacts in the 2017 period.

Website Enagement

	Visitors to website	Unique vistors to website	Total pages viewed
2016	10803	8725	20749
2017	6645	5308	14481
2018	5925	5903	14471
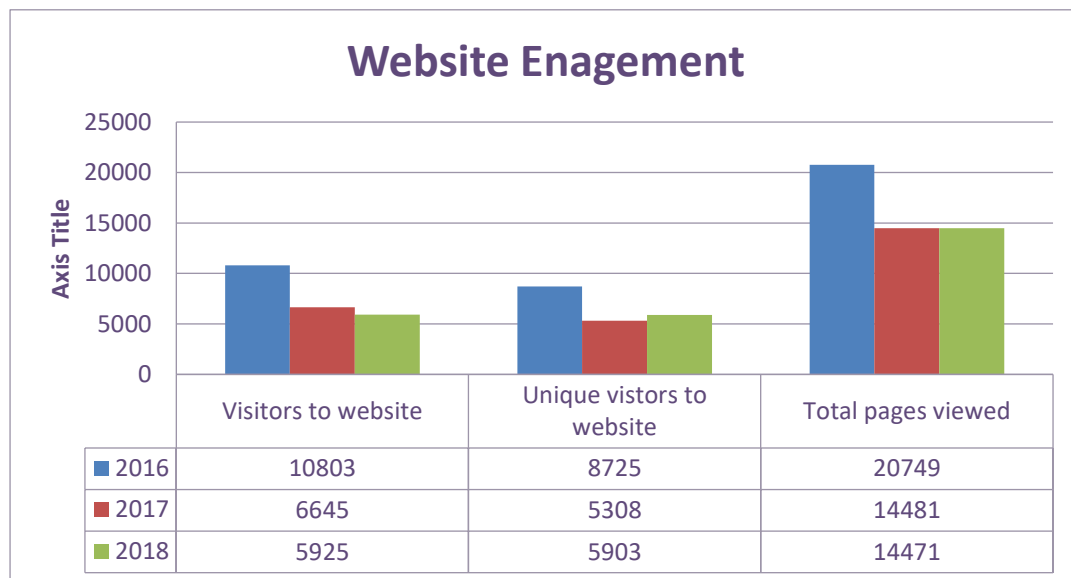
WEBSITE DOWNLOADS

During the first year of operation the Helpline team appreciated the need for easily downloadable guides to provide more detailed information for some of the main issues discussed in calls or for people to access independently. There are now 7 downloadable booklets.

The booklets continue to be successful with 10,084 downloads in 2018 (a huge increase from the 5043 downloads during 2017)

The booklet on Marriage and Divorce which was launched in 2016 has been of huge interest this year with 6295 downloads of this resource alone. Marriage and Divorce issues both feature in the 5 issues that are most frequently reported as the reason for the call.

Resource Downloaded			
	2016	**2017**	**2018**
CSE booklet	391	446	508
Domestic Abuse		584	1096
Forced marriage booklet	385	413	555
FGM booklet	224	425	514
Discrimination booklet	46	378	639
Marriage & Divorce	68	2419	6295
Mental Health		378	477
Total Downloads	1,114	5,043	10,084

HELPLINE VIDEO

A promotion video was made in 2015 to outline the main features of the Helpline Service. This video has now been viewed over 1226 times. During 2019 funding will be sought to further develop this informative video to ensure that it stays relevant to the service and the diversity of the client base.

Year	Views
2015	320
2016	474
2017	722
2018	1226

SECTION NINE: CONCLUSIONS AND RECOMMENDATIONS

CONCLUSIONS

In the last report (2017) on the MWNUK Helpline there was a sense that the team were facing lots of challenges as the organisation moved from the start up situation towards organisational maturity. The resignation of the Helpline manager in 2017 affected the stability of the team and the survival of the service through this period of change was due to the hard work and dedication of the senior management team of MWNUK who stepped in to support the service in several practical ways.

What is striking is that during 2018 there was also a resignation of the Helpline Manager but this time the transition to a new manager appears to have been smoother, with less gaps in the service delivery. The team have also experienced high turnover due to ill health and career development opportunities for some of the newly recruited workers and this has been challenging but the team has been resilient throughout this year and the service has continued to grow and develop in a maturing organisation.

Across the four years of operation there has been a consistent growth in the number of contacts made and the Helpline team have now addressed the needs of **2641 individual service users**.

The team have entered into 2019 with a full time, experienced Helpline manager, new team members (including new volunteers) and streamlined organisational processes and procedures which are supporting by a case recording system which will ensure that the team is better able to provide valuable data on the lived experiences of Muslim women and girls.

RECOMMENDATIONS

There are 5 main recommendations that will support the team to continue the strengthening of professional practice and data recording. Additional recommendations are also provided that will continue to support the continued development and resilience of the Helpline service.

1. Measuring Impact - The Helpline management team to continue to explore ways of measuring the longer-term impact of the interventions made by the Helpline without invading the privacy of the individual clients. This will help provide feedback to the team about the value of the interventions that they make and provide useful information to

funders about the longer-term benefits of the Helpline service. Additional funding may be required to support this research activity.

2. Regular audits of case recording - The new database and procedures will help to ensure that before cases are closed all the required data fields are completed and the team are supported to use appropriate questioning in the calls to ascertain missing data.

The data where it would be useful to have more completed data includes the age and ethnic group of the caller. These will require sensitive questioning to obtain the data and it is recognised that the nature of some of the calls would make this type of data collection inappropriate and intrusive.

3. Continue to develop use of text-based services- Explore opportunities to offer text-based contacts including webchat to support the needs of the younger generation who find it easier to use text-based services initially to make contact. Development and training for the team members to develop good practice in text-based contacts may also be helpful and there may be benefits from exploring good practice in this area with other Helpline providers.

The use of app based chat services such as "What's App" may be appropriate, but it will be important to put time limits on the use of these services that reflect the opening hours of the Helpline to avoid the team feeling that they are always on duty because it is recognised that this will lead to higher risks of burnout and impact on the mental health of the team, including the Helpline Manager.

Consideration needs to be given for how the contact time is measured with text-based contacts so that it is accurately measured and reflects the increase in time for handling these types of contacts.

4. Reflective practice and unconscious bias- Develop reflective supervision practice and explore issues of unconscious bias so that the team continue to build their self-awareness, particularly on subjects such as abortion and LGBT issues which can be more challenging for some team members to handle in the calls.

This will support the team to provide non-judgemental responses to the increasingly complex range of issues that are presented to them on the Helpline. The focus on positive evaluation of calls and self-review is encouraged and will help to create a supportive learning environment for the team members.

5. Support Team in Using Language Skills- Provide opportunities for team members to practice using their additional languages so that their language fluency is maintained. The Helpline manager has suggested using additional languages in one to one supervision and this would be one way to help keep verbal fluency fresh.

ADDITIONAL RECOMMENDATIONS

The following recommendations provide scope for the team to address less urgent issues which will support the Helpline to continue to grow and develop.

6. **Succession Planning –** the last two years have involved several changes in team members due to career progression or ill health/pregnancy forcing a longer-term break in service. The management team need to continue to build on their succession planning so these types of changes can be managed without putting too much of a burden on existing staff members.
Keeping job descriptions up to date and using the regular supervision sessions to check on the career goals for each team member will help prepare for potential changes in the staff team.

7. **Targeting Northern Muslim Communities –** the take up of the Helpline Service is lower than might be expected in the main Northern Muslim communities – North West and Yorkshire and Humberside. Consideration could be given to how best to communicate about the Helpline in these areas. Additional funding may be needed to enable some research activity to take place to establish the need and to identify possible ways of encouraging higher levels of take up.

8. **Training and Development Opportunities –** continue to explore development opportunities for existing team members. The area of mental health continues to be important and the team have reported that calls about LGBT issues, including gender reassignment have increased in complexity and they would welcome additional insights into these areas.

APPENDIX ONE: ISSUES HANDLED

TYPE OF ISSUE - 2018 (44 ISSUES)				
ISSUE	PRIMARY	SECONDARY	TERTIARY	TOTAL
Abortion / Pregnancy	14	2	3	**19**
Addiction - Alcohol	2	2	0	**4**
Addiction - Drugs	2	4	2	**8**
Addiction - other	0	3	0	**3**
Bereavement	3	3	1	**7**
Child Abuse (neglect)	2	3	1	**6**
Children / Custody	21	22	11	**54**
Complaints about public services	7	4	2	**13**
Disability Issues	2	2	0	**4**
Discrimination / Islamophobia	10	0	1	**11**
Divorce	113	34	24	**171**
Domestic Abuse	185	102	16	**303**
Eating Disorder (self harm)	0	0	1	**1**
Education	2	2	2	**6**
Elderly Issues	0	1	0	**1**
Employment / Work	1	0	1	**2**
Extremism	0	1	0	**1**
Faith / Spirituality	39	35	23	**97**
Female Genital Mutilation	1	1	0	**2**
Forced Marriage	20	12	9	**41**
Health (physical)	4	4	0	**8**
Honour Based Violence	21	20	5	**46**
Housing / Homelessness	47	46	23	**116**
Immigration	20	23	13	**56**
Isolation / Loneliness	16	36	27	**79**
Jinn / Black magic	7	3	1	**11**
LGBT	13	4	1	**18**
Marriage	81	47	15	**143**
Mental Health Feelings	96	103	58	**257**
Money / Finance	26	21	14	**61**
None	0	273	612	**885**
Other	16	4	10	**30**
Relationships	65	77	35	**177**
Revenge Porn	6	0	0	**6**
Sexual Abuse (Adult Survivor of child sexual abuse)	0	3	2	**5**
Sexual Abuse (child)	7	7	3	**17**
Sexual Assault / Rape	11	6	1	**18**
Sexual Education / Intimacy	7	0	0	**7**

Sexual Exploitation (Adults)	3	2	1	**6**
Sexual Exploitation (Child)	2	1	0	**3**
Sexual Harassment	3	1	0	**4**
Sexual Health	2	0	1	**3**
Stalking / Harassment	2	9	3	**14**
Suicide / Self Harm	17	7	9	**33**
Trafficking	1	1	0	**2**
Unknown	34	0	0	**34**
TOTAL	**931**	**931**	**931**	**2,793**

APPENDIX TWO: ASSESSING THE IMPACT OF THE MWNUK HELPLINE

Outcome One: Muslim women will have BETTER LIFE CHANCES due to accessing advice/information/support and by reporting/leaving abusive situations			
Indicator	**Examples of typical activities to support this indicator**	**Total cases with this impact**	**% of cases with this impact**
Client Better informed of support available	Made aware of: •Another helpline / advice service • Public service that can help them • Counselling services • Third sector services • Specialist services such as faith based / culturally sensitive services. • Financial support that can be accessed	**501**	**53.8%**
Client more confident to deal with problems	After speaking to us and with advice given client feels more confident about what to do next e.g. they may state they will / have taken certain steps or even decisions about their life.	**176**	**18.9%**
Client Better informed of their Islamic rights	We inform client about the Islamic perspective including different interpretations on any issue e.g. Islamic divorce process, sexuality, abortion, dress code etc.	**168**	**18.0%**
Client better informed of safety advice	Made aware of: • Contacting police • Precautions to take to protect oneself e.g. what to do if partner is abusive or at risk of forced marriage / honour-based violence etc. • Other safety tips	**129**	**13.9%**
Client Better informed of their legal rights	Made aware of: • Legal protection through injunctions • Legislation such as coercive control, revenge porn, harassment / stalking, discrimination, civil divorce law etc. • Free legal advice or access to legal aid • Lawyers in their area	**127**	**13.6%**
Client given help by other support service due to our referral	Where we make a direct referral and client is supported by: • social services • police • community / women's group • Another third sector group • refuge • counselling service • another helpline • Niche service eg. Faith based service	**118**	**12.7%**

	• Legal service e.g. pro bono / legal aid		
Client helped at crisis point	We help client who: • Is in immediate danger of violence e.g. DV, sexual abuse, HBV, FM, FGM • Has been subjected to violence immediately prior before calling helpline • Is homeless (includes temporarily staying with friends / family after escaping domestic abuse) • Is Suicidal and has taken steps or about to take steps to endanger own life	**60**	**6.4%**
Client helped before situation reached crisis point	When our intervention leads to: • Police doing safety / welfare check • Help with injunction • Moving client to safe accommodation (e.g. refuge or hotel or some other safe place) before situation escalates • Prevention of HBV, forced marriage, FGM or any other form of abuse eg, child sex abuse, neglect, physical abuse etc. Client being referred to mental health / counselling services who are at risk of self-harm / suicide	**57**	**6.1%**
Client more confident to challenge / leave abusive/ harmful situations	When client decides to or takes actions to challenge (or formally report) abuse or leaves abusive situations (or makes plans to leave) e.g. move out, get perpetrator to move out, tell parents they will not have forced marriage, make complaint about discrimination etc.	**36**	**3.9%**
Client moved to safety	When our intervention results in client being moved to safety e.g. to family, friend, refuge or other temporary accommodation.	**29**	**3.1%**
Attend meetings on or behalf of client with professionals/agencies	When attending meetings with education/social services/police/MARAC/SARC or other agencies so the client's needs get represented	**7**	**0.8%**
Client Supported with form filling	Helping to/filling in forms for the client eg benefits, housing, emergency funds	**6**	**0.6%**
Client helped with accessing food bank	When we provide information on the nearest food bank or when we contact the food bank and arrange for food to be provided	**4**	**0.4%**
Client supported with interpreting	Helping client engagement with agencies and professionals when English is not their first language to ensure their needs are understood by professionals	**2**	**0.2%**

Outcome Two: The mental wellbeing of Muslim women will improve becoming more HEALTHEIR AND ACTIVE			
Indicator	Examples of typical activities to support this indicator	Total cases with this impact	% of cases with this impact
Client felt listened to	Client was able to just talk through their problems, felt listened to and provided with emotional support as well as general advice	397	42.6%
Client has improved mental health due to counselling referral	When we directly refer client to an internal or external counselling service and client is helped	**57**	**6.1%**
Client feels less isolated	When our help makes client feel less isolated / lonely by talking to through their problems or when we find local support groups	**46**	**5.0%**
Practical and emotional support provided by welfare checks and home visits	Checking up on clients via phone or home visits if they are particularly vulnerable	**6**	**0.6%**
Prevented Self Harm/Suicide	When client is in imminent danger of self-harm / suicide and we: • Call police or ambulance • Make an urgent mental health / health professional referral • Make an urgent counselling referral	**3**	**0.3%**
No Impact			
Have made no difference/no contact	When we are unable to help due to nature of enquiry or when we have insufficient information and client does not get back to us when we respond to an answer phone message, text, web chat or email	**55**	**5.9%**
The percentages in this data total more than 100% because there are often multiple impacts reported for each call			

APPENDIX THREE: SAFEGUARDING

SAFEGUARDING PROCEDURE FLOW CHART

Call Received & Logged on database

Risk Level

No Risk | **Low Risk** | **Medium Risk** | **High Risk**

No Risk:
- Advice
- Guidance
- Refer
- Provide Information

Low Risk:
- Provide Safety Advice
- Signpost
- Follow up with welfare check
- Provide Information

Complete Safeguarding Report (If necess. breach confidentiality*)

Establish Level of Risk (Medium / High)

Complete Safeguarding Report (If necess. breach confidentiality*)

Medium Risk referrals:
- Refer to Domestic Abuse Agency (Refuge/Safe Accomodation)
- Refer to Family Support / third sector
- Provide Emotional Support
- Refer for Counselling - MWNUK/Chairties/ Mind/ IAPT / GP

Level of Risk categories:
- DV/HBV/FM/FGM/ Stalking / Harassment (Complete DASH)
- Adult Protection Child Protection
- Mental Health Self Harm Suicide

High Risk escalations:
- Esclate to MARAC
- Escalate to MARF / MASH / CASS
- Imminent Risk: Police/ Ambulance CMHT / A&E
- If vulnerable adult; Social Services / Crisis Team / GP

If Medium Risk Established
- Complete Safegurding Report
- Monitor Risk Until Risk is De-escalated or Passed on
- Update Report
- Manager to Review

Risk not Managed or De-escalated e.g Unable to Pass Risk on/Unable to Call/no Contact Details/Caller Doesn't Want Help

If High Risk Established
- Send Safeguarding Report to Safeguarding Lead
- Monitor Risk Until Risk De-escalated/ Passed on
- Update Report & Safeguarding Lead
- Manager to Review

Risk not Managed or De-escalated e.g Unable to Pass Risk on/Unable to Call/no Contact Details/Caller Doesn't Want Help

*CONFIDENTIALITY; Please read this alongside our Confidentiality Policy. Where possible, confidentiality must be respected. However, where risk is deemed to be HIGH, risk may be breached. A 'Breach of Confidentiality' form must be completed.

DATA PROTECTION; Please read this alongside our Data Protection Policy. Where caller details are being shared with external agencies, an 'Information Sharing Protocol' form must be Followed.