



Ministry  
of Defence

**JSP 913**  
**Whole Force Policy on**  
**Domestic Abuse**

**Part 2: Guidance**

# Foreword

This Part 2 provides guidance in accordance with the policy set out in Part 1 of this JSP and is sponsored by Hd Armed Forces Families and Safeguarding (AFFS). It also provides policy-compliant business practices which should be considered best practice in the absence of any contradicting instruction.

# Preface

## How to use this JSP

1. JSP 913 is intended as the whole force direction and guidance on domestic abuse. It is designed to be used by all those within Defence who may or should be involved in the responding to domestic abuse and for use as reference for any and all MOD Service or civilian personnel (including entitled family members) regarding the expectations and procedures of the organisation. This JSP will be reviewed annually or in response to changes directed by Central Government Policy.
2. This document cannot cover all matters relating to domestic abuse and, if there is any doubt, advice should always be sought from AFFS, single Service specialist welfare agencies, and/or the MOD approved social work provider/relevant UK local authority, or departmental legal advisers.
3. The JSP is structured in two parts:
  - a. Part 1 - Directive, which provides the direction that must be followed in accordance with statute or policy mandated by Defence or on Defence by Central Government.
  - b. Part 2 - Guidance, which provides the guidance and best practice that will assist the user to comply with the Directive(s) detailed in Part 1.

## Coherence with other Policy and Guidance

4. Where this document contains references to policies, publications and other JSPs which are published by other Functions, these Functions have been consulted in the formulation of the policy and guidance detailed in this publication.

<b>Related Policies, Strategies and Guidance</b>	<b>Title</b>
MOD Domestic Abuse Strategy	No Defence for Abuse Domestic Abuse Strategy 2018-2023
HR guidance	Civilian HR Domestic Abuse Guidance for Employees and Managers
Misconduct and Discipline Policy	Meeting civilian standards of behaviour and addressing any shortcomings
JSP 834	Safeguarding
JSP 839	Code of Practice on Services to be provided by the Armed Forces to Victims of Crime
JSP 830	Manual of Service Law (MSL)
JSP 763	Behaviours and Informal Complaints Resolution
Sexual Harassment Booklet	Sexual Harassment Booklet: What you Need to Know
JSP 464.	Tri- Service Accommodation Regulations
JSP 760	Tri-Service Regulations for Leave and Other Types of Absence
2014DIN01-209 (as part of JSP 839)	Guidance to Commanding Officers and victims when dealing with allegations of serious criminal offences including sexual offences.

BHDV Policy	Civilian Formal Bullying ,Harassment, Discrimination and Victimisation (BHDV) Complaints Policy & Procedures
JSP 833	Minor Administrative Action
JSP 441	Records and Information Handling
JSP 893	Procedure for personnel and posts which require a disclosure check

## Further Advice and Feedback – Contacts

5. The owner of this JSP is the Hd Armed Forces Families & Safeguarding (AFFS). For further information on any aspect of this guide, or to ask questions not answered within the subsequent sections, or to provide feedback on the content, contact:

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## Record of Amendments

Version	Updates	Date
3.0	Complete review	01/09/2022

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# 1 General

## Introduction

1. Domestic abuse encompasses a range of behaviours, including criminal offences, the effects of which, will not only be detrimental to the health and wellbeing of Defence people but will also adversely affect Defence outputs. As such, understanding the nature of domestic abuse is an important part of providing an effective response.

2. Whatever form it takes, domestic abuse should be considered as an **incident or pattern<sup>1</sup> of abusive and controlling behaviour** through which the abuser seeks power over the victim/survivor. Patterns of behaviour indicate choices that are being made and not an isolated and momentary loss of control.

3. Whilst anyone can be a victim/survivor of domestic abuse, it is women who are disproportionately affected and the majority of defendants in domestic abuse-related prosecutions are men<sup>2</sup>.

4. Research on domestic violence murders, and recommendations from Domestic Homicide Reviews (DHR), inform us that perpetrators often have a history of abusive or coercive and controlling behaviour or possibly have committed other separate criminal offences. The research indicates that it is statistically likely for an offender to have a previous criminal record, and once they have perpetrated one instance of abuse that they are likely to perpetrate another<sup>3</sup>. Therefore, it is crucial to ensure a joined-up, multi-agency response to abuse, where agencies do not work in isolation and the extent of abuse can be properly recognised.

5. **Coercive and controlling behaviour** is a pervasive aspect of abusive relationships. It has a statutory definition in the Serious Crime Act 2015<sup>4</sup>, which gives detail on what constitutes coercive and controlling behaviour. The use of controlling or coercive tactics or any act that may cause psychological distress should never be minimised or downplayed as less serious than physical violence. Examples of this behaviour include financial control, belittling, blackmailing, dictating of choices, forced sexual activities, silencing, the deliberate denial or fabrication of events<sup>5</sup>, and stalking (both digital and personal).

6. It may sometimes be several years before a victim/survivor tells anyone. During this time the severity of abuse may escalate and become more frequent as an abuser asserts further control<sup>6</sup>. The abuse is not limited to the duration of the relationship and may manifest in post-separation abuse, with the time leading up to and immediately after separation being particularly serious as the perpetrator will likely be unable to accept loss of control and seek to find other ways of exerting that control – for example, stalking.

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<sup>1</sup> A one-off incident is covered in the statutory definition of abusive behaviour; however, the Crown Prosecution Service notes (<https://www.cps.gov.uk/crime-info/domestic-abuse>) that domestic abuse is rarely a one-off event.

<sup>2</sup> [Tackling Domestic Abuse Plan - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/428222/Tackling-Domestic-Abuse-Plan-2015-2016.pdf).

<sup>3</sup> <https://www.dashriskchecklist.co.uk/wp-content/uploads/2016/09/Findings-from-the-Domestic-Homicide-Reviews.pdf>.

<sup>4</sup> <https://www.legislation.gov.uk/ukpga/2015/9/section/76/enacted>.

<sup>5</sup> This phenomenon is commonly referred to, informally, as 'gaslighting'.

<sup>6</sup> SafeLives (2015), Insights Idva National Dataset 2013-14. Bristol: SafeLives.

(<https://safelives.org.uk/sites/default/files/resources/Insights%20Idva%20national%20dataset%202013-2014.pdf>).

7. Just under half of people who contact the stalking helpline<sup>7</sup> are stalked by an ex-intimate partner (regardless of the length or type of the relationship). Just over a third had a prior relationship with the stalker for example, a friend, colleague, online acquaintance or passing acquaintance<sup>8</sup>. Regardless of the circumstances, as with domestic abuse or sexual violence, it is never the victim/survivor's fault; both stalking and the non-consensual taking/sharing of intimate photographs (including the threat to do so)<sup>9</sup> are criminal acts and are recognised by the Domestic Abuse Act 2021. Further support is available at ([paladinservice](https://www.paladinservice.org)) and ([suzylamplugh.org](https://www.suzylamplugh.org)).

8. There may be various reasons why a person chooses not to disclose instances of domestic abuse, including: being frightened to do so; being prevented by the perpetrator; being ashamed of what is happening; not knowing the severity of what is happening; hoping for the perpetrator to change; not wishing to jeopardise the family unit; or not wanting to cause problems for the perpetrator.

9. It is important to understand that some victims/survivors experience additional layers of disadvantage and barriers to help-seeking that can increase the impact of domestic abuse. This document does not comprehensively address the differences that may be faced across gender, sexual orientation, ethnicity, faith, or any other personal characteristic. However, different characteristics will present different perspectives and challenges and can result in increased risk and vulnerability. Perpetrators of abusive behaviour might choose to abuse anyone, and neither victims/survivors nor perpetrators fit one particular profile.

10. People who identify as **lesbian, gay, bi-sexual, or trans** (including all persons within the LGBTQ+ scope) may face additional barriers to accessing help due to fear of being 'outed' to colleagues, employers, and family members as well as additional risk factors related to their sexuality and gender identity as well as potential difficulty in ascertaining accommodating services (especially for those who are trans-gender).

11. Those from different cultural backgrounds might experience abuse in different forms, such as so-called '**honour**' based violence (HBV). HBV or 'honour' crime is an act of violence explained by the abuser as being committed in order to protect or defend the 'honour' of the family or community. Women may experience HBV if they are accused of not conforming to traditional cultural and religious expectations. In cases of HBV the risk of harm may be high as there may be several abusers in the extended family or community who may be responsible for an organised and concerted campaign of harassment or abuse. Other people in the family or community may pressure the victim/survivor to return to abusive situations or fail to support them.

12. There may also be additional difficulty for those from **minority ethnicities** and non-UK Nationals regarding concerns related to engaging with authorities. These concerns could encompass a fear of racial prejudice; a lack of understanding around cultural background; language barriers; and of deportation if their immigration status is dependent on their abuser, all of which may inhibit access to support options.

13. **Young people** aged 16 and 17 are going through a significant developmental transition to adulthood and as such could be at increased vulnerability. They may have difficulty

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<sup>7</sup> 0808 802 0300 (The National Stalking Helpline).

<sup>8</sup> <https://uksaysnomore.org/learn/domestic-abuse/stalking/>.

<sup>9</sup> Sometimes referred to informally as 'revenge porn'.

accessing resources as services for young people are often limited and there is evidence to suggest they may not view themselves as being a 'victims'<sup>10</sup> of abuse.

14. **Men** may find it more difficult to disclose abuse and often find barriers to accessing support due to a lack of services available and/or a cultural stigma related to being a male victim/survivor<sup>11</sup>. Male victim/survivors may not recognise themselves as such as they may believe the term 'domestic abuse' is only applicable to women. Home Office guidance for male victims/survivors of domestic abuse<sup>12</sup> highlights how myths and misconceptions regarding masculinity can create further barriers to reporting.

15. Those who have a **disability** may experience additional difficulty in seeking and identifying support, especially if their abuser has caring responsibilities for them.

16. **Adults at risk** are as those who have care and support needs<sup>13</sup>; are experiencing abuse or at risk from abuse and are unable to protect themselves from significant harm and exploitation due to their care and support needs. Adults at risk are defined in the Care Act 2014 and procedures for responding to safeguarding concerns for this population are detailed in JSP 834 (Safeguarding).

17. Support should be offered to anyone who seeks it within Defence and should never be refused based on any personal characteristics, although sensitivities may be required (as above) for individual circumstances. The provision of support is not just an entitlement, it is essential to operational effectiveness and is recognised within the Armed Forces Covenant and Departmental policies; all Defence people should understand that support from Defence is part of the offer and how we deliver our capabilities. There should be no stigma attached to those who use the provisions that Defence has put in place to maintain effectiveness and to retain its personnel.

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<sup>10</sup> [Safe young lives by SafeLives.](#)

<sup>11</sup> For more information on understanding the indicators that a male employee may be experiencing domestic abuse visit [www.mankind.org.uk](http://www.mankind.org.uk).

<sup>12</sup> [Supporting male victims of crimes considered violence against women and girls \(publishing.service.gov.uk\).](#)

<sup>13</sup> This may be an adult with mental health needs, a brain injury, an older person, a physical disability, a learning difficulty or sensory impairment, a long-term health condition, caring responsibilities, or substance use difficulties.



# 2 Roles and Responsibilities

## Service and Civilian Roles

1. Tackling the complexity and harm caused by domestic abuse demands a strong system of connected support from individuals and agencies. The action to be taken in the event of an allegation or case of suspected abuse will depend on an identified level of risk and may require the cooperation of many organisations. These might include, non-exhaustively, and in no significant order:

- a. Single Service specialist welfare providers (Royal Navy Family & People Support (RN FPS); Army Welfare Service (AWS) and Personal Support & Social Work Service (PS&SWS) (RAF)).
- b. MOD contracted social work provider overseas (British Forces Social Work Service (BFSWS)).
- c. National and local domestic abuse services, including refuge accommodation providers, Independent Domestic Violence Advisors (IDVAs), Victim Support, and other voluntary support organisations.
- d. Padres, Chaplains, and Divisional Senior Rates.
- e. Commanders at all levels, civilian and contractor Line Managers.
- f. UK Civilian Police, MOD Police, Service Police, the police forces of other nations, and specialist teams such as the Service Specialist Responder teams or Child Protection Teams.
- g. The Employee Assistance Programme for civilians and their managers.
- h. Unit Welfare Officers (UWOs), Divisional Officers (DO), Executive Warrant Officers (EWO), Unit Personal Support (PS) staff.
- i. The British Government's Forced Marriage Unit.
- j. Trade Unions (for civilians).
- k. Teachers and education providers, Primary and Secondary Health Care teams, Medical Practitioners including Military Medical Centre staff, Dentists and Health Visitors.
- l. Local Authority Children's Services, Adult Social Care, and public bodies in the UK.

2. In the Defence environment, the single Service specialist welfare and MOD contracted social work provider (overseas) have key responsibilities in supporting those impacted by domestic abuse. Their role is to:

- a. take a tailored approach when considering victim/survivor needs. Circumstances will always vary, and sensitivities should be given to potential/perceived barriers to

accessing support like immigration status, cultural differences, care requirements, gender, sexuality, and others.

b. provide support to the victim/survivor in crisis situations, help them plan ahead and to plan for their safety and the safety of any child/ren.

c. ensure regular and consistent contact with the victim/survivor, listen to their needs, signpost to external organisations where appropriate and keep their choices at the centre of the process unless there is a mandate to act otherwise (such as statutory obligations to safeguard children).

d. facilitate and support different agencies (both military and civilian) including the relevant police service, social services, and Independent Domestic Violence Advocates (IDVAs) as well as to engage with (and overseas to replicate where possible) mechanisms such as the Multi-Agency Risk Assessment Conferences (MARAC)<sup>14</sup>.

e. work separately with perpetrators to identify programmes supporting behaviour change where available and to contact Respect or a similar organisation (consider BFSWS for overseas) to identify the nearest community-based perpetrator programme.

f. where appropriate, work with the CofC to keep them updated<sup>15</sup> of developments related to the victim/survivor, perpetrator, and any investigation.

3. Unit Welfare Officers (UWOs), Divisional Officers (DO), Executive Warrant Officers (EWO), Unit Personal Support (PS) staff may receive disclosures of domestic abuse as part of their role. This is particularly the case in larger overseas commands where they respond to a wide range of welfare issues for serving personnel and their families. As such, they have responsibilities to:

a. refer to specialist welfare provision (subject to consent of the victim/survivor) and where the circumstances indicate risk of immediate danger, contact the relevant police force; where there is any doubt, contact should be made with specialist welfare or the police for advice.

b. enact local safeguarding procedures relating to children and adults and be familiar with local referral pathways to local authorities or MOD contracted social work provider if overseas.

c. prioritise the safety of the victim/survivor and signpost them to relevant support services.

d. share information (subject to consent and information sharing protocols referred to in this JSP) with other key agencies and contribute to multi-agency working where required.

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<sup>14</sup> A MARAC in the civilian environment would normally comprise a representative from: Police; Children's Services; Adult Social Services; Probation; Health (including mental health and substance misuse); and IDVA.

<sup>15</sup> In all possible instances with the consent of the victim/survivor but noting that it is not contingent where there is a procedural mandate to do so and by not doing so the efficacy of the Defence response will be jeopardised.

## Identification and Signs of Abuse

4. Preventing the harms caused by domestic abuse starts with identification and recognition, particularly of non-contact forms of domestic abuse. Therefore, everyone in Defence should be aware of the potential signs of abuse. Whilst these are not 'tick-box' symptoms that automatically denote abuse, being aware of the potential warning signs (especially if multiple warning signs manifest) plays a vital part in the general safeguarding of everyone in Defence. Some indicators to be aware of include:

- a. **physical signs**<sup>16</sup> such as visible bruising with unlikely explanations, a change or increase of makeup, the use of unseasonable clothing (e.g., long sleeved jumpers in hot weather), exaggerated flinch/startle responses, difficulty moving, and visible self-harm.
- b. **changes in behaviour/demeanour** such as being suddenly more isolated, distracted, anxious, secretive, and obsessed with routine such as always leaving work on time or taking calls at set times.
- c. **work productivity** such as reduced quality and quantity of work: missing deadlines, a drop in usual performance standards, spending an increased number of hours at work for no reason, a large number of personal calls/texts, avoiding calls or a strong reaction to calls/texts/emails, frequent self-certified sickness absences and/or frequent hospital visits, frequent lateness or needing to leave early and frequent visits to work by the employee's partner.
- d. **other forms** of domestic abuse in relationships can include emotional abuse, physical abuse, threats and intimidation, sexual abuse, and economic abuse; for further details see [Domestic abuse: recognise the signs – GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/domestic-abuse-recognise-the-signs).

5. **Dispelling Common Myths.** As well as recognising the harm caused by domestic abuse it is also imperative to tackle the myths that serve to sustain it and further undermine victims/survivors. Myths that domestic abuse is a crime of passion, or a momentary loss of control infer that abuse is impulsive and unplanned and that people are incapable of controlling their behaviour and actions. Such myths attempt to remove responsibility from the perpetrator and can prevent victims/survivors from coming forward to get the help they need. A list of myths has been published by the Crown Prosecution Service (CPS) and can be found at Annex 3 of the following link [Domestic Abuse | The Crown Prosecution Service \(cps.gov.uk\)](https://www.cps.gov.uk/domestic-abuse-the-crown-prosecution-service).

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<sup>16</sup> It should be noted domestic violence does not always manifest in physical injury. For example, non-fatal strangulation, which is life-threatening, but which often does not carry physical signs.

### 3 Procedures

1. The workplace may represent a place of escape for those in an abusive relationship and potentially an opportunity to consider or seek support. All people working in Defence have a responsibility to each other to make the work place a safe place. A clear policy for responding to disclosures goes some way to making the work environment a place where all personnel feel empowered to ask for support, and where those who can provide support understand how to do so safely.
2. CofC/LM with a staff member who has disclosed that they are a domestic abuse victim/survivor should take responsibility for all possible adjustments and actions that can make the work environment safe and supportive. All decisions should be made in consultation with the victim/survivor and will require input from personnel/HR support to be properly implemented.
3. **Identification and location-based information** is of particular significance to safety at work. A victim/survivor should be offered the chance to limit or remove any publicly or internally available information that may be used to identify them or their location. A manager could consider and discuss with the victim/survivor:
  - a. details stored on the intranet (defnet), SharePoint, or any other public forum for which Defence has responsibility including any team photos or descriptions that could be used to identify the victim/survivor from departmental publications/web pages.
  - b. details regarding the name of the victim/survivor, including their email address, listed in any organogram, as well as any individual specific details including phone numbers, payroll/staff numbers (if required).
  - c. access to work calendar or deployment information which could be used to ascertain where a victim/survivor might be at a given time.
4. **Adapting the workplace** to become a safe environment is a clear part of the Defence mandate. Actions could include:
  - a. briefing security and reception staff if there is an individual who can, feasibly, be barred from entering the workplace, as well as briefing team members that information is under no circumstances to be provided to anyone without the consent of the victim/survivor, and how to deal with potential contact from the perpetrator. It may be the case that an assumed name is required for the victim/survivor when at work.
  - b. consideration should be given to whether it is possible for a Domestic Abuse Protection Order or any other form of injunction to be obtained to prohibit the perpetrator from entering the workplace; records should be kept of any contact attempts.
  - c. if the victim/survivor works in an outward facing role a review of tasks should be undertaken with a view to reducing further incident/risk; a personal Health & Safety Risk assessment may be required.

5. **Compassionate support**, offered by Defence, could be a critical part of the victim's/survivor's ability to manage the impact of abusive behaviour on their life. Actions could include:

- a. discussing what is needed from the victim/survivor's point of view to support their health and wellbeing and following up with regular catch ups (the frequency to be dictated by the victim/survivor), as well as signposting to internal and external support.
- b. reviewing the possibility of special leave<sup>17</sup>, compassionate leave, and flexible working to facilitate the process of moving / attending court dates / childcare / counselling / general emotional requirements. A change of routine may also be advisable (e.g., taking a different train / changing their route to work).
- c. discussing objectives and workload and making adjustments where necessary. It is not reasonable to expect a person enduring abuse to operate at 100% capacity and they should not have to sacrifice their job for abuse that was perpetrated against them. It may be advisable to discuss with the relevant senior official<sup>18</sup> how a period of absence and phased return to work would be managed.

6. **Practical and financial support** may also form a part of the Defence response to disclosures of abuse. Actions could include:

- a. agreeing contact details and what actions to take if the victim/survivor does not come into work (including arrangements for contacting children where possible).
- b. agreeing who will provide continuity of support if the relevant manager is sick or on annual leave.
- c. the use of a safe word for communications (especially for situations where the victim/survivor may be working at home) and what to do if it is used.
- d. considering whether a transfer (including putting the victim/survivor on 'priority mover status'<sup>19</sup>) or redeployment to another post or location is a possibility, as well as what accommodation options are available on the Defence estate (either for the perpetrator or victim/survivor, with priority given to the victim/survivor).
- e. in cases reported to the UK civilian police, a suspect is likely to be placed under restrictions which will include separate accommodation; this should be mirrored within Defence<sup>20</sup>.
- f. discussing with HR what other options are available including a salary advance, a change of bank details, a change of address, and additional support through the EAP to help the victim/survivor attain financial independence.

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<sup>17</sup> JSP 760.

<sup>18</sup> This person should be the person who maintains oversight of team outputs and who is authorised to reassess wider priorities in order to facilitate a a period of leave and a phased return to work. This is likely to be at the CO/1\* level, although if the victim/survivor is at this level then it would fall to the next person up the chain.

<sup>19</sup> [Understand Priority Movers \(sharepoint.com\)](https://sharepoint.com).

<sup>20</sup> It should be noted that AGAI 81(314) provides for the CO to move an alleged perpetrator, who is serving, out of SFA.

g. Suggesting that the victim/survivor contact The Charity for Civil Servants<sup>21</sup> or, if they are a member, their trade union as they may be able to offer additional financial support as well as signposting to financial guidance available from Refuge<sup>22</sup> and Surviving Economic Abuse<sup>23</sup>.

h. Signposting to the various charities<sup>24</sup> that support Service personnel. Liaising through the Confederation of Service Charities ([Cobseo](#)), will provide a single point of contact to discuss applicable charities. However, the [Royal Navy and Royal Marines Charity](#), the [Soldiers' Charity](#) and the [RAF Benevolent Fund](#) are useful starting points to discuss financial support and guidance.

## Specialist Support

7. As referred to in chapter 2, there are a number of agencies and individuals that can provide support to Defence personnel, both serving and civilian. Key support for serving personnel in the UK consists of the single-service specialist welfare providers. These services provide comprehensive casework and will also liaise with external agencies and adhere to local referral pathways to support those affected by domestic abuse. This also can also include support and signposting for perpetrators of abuse (where deemed appropriate) who are motivated to address abusive behaviour. Individuals can self-refer or can request/consent to relevant staff in the CofC making a referral on their behalf.

8. Whilst serving personnel are encouraged to use the expertise of specialist welfare provision, they are not mandated to and can approach any support services available to them in the same way civilian Defence personnel can as detailed below.

9. Specialist support for civilian Defence personnel in the UK is provided by respective local authorities, any additional third sector organisations (local or national) that may exist, and the resources referred to in chapter 4. Such services can be accessed via self-referral and can generally be found on local authority webpages.

10. **Overseas.** Where specialist support exists in overseas commands it can be accessed by Service personnel, civilian Defence employees and entitled family members.

## Risk Assessment & Multi-Agency Risk Assessment Conferences

11. Following a disclosure of domestic abuse, and in order to provide adequate support, it is vital to understand the nature, extent, and level of risk the victim/survivor is facing. The Domestic Abuse Stalking, Harassment and Honour based violence (DASH) risk indication checklist is a common tool used by many agencies (Police, Specialist Welfare, IDVAs, Social Workers etc.) and should be understood by those in Defence who are likely to receive disclosures of domestic abuse.

12. The DASH checklist is completed with the victim/survivor (subject to their consent). 1-9 positive risk markers equate to current evidence not indicating a likelihood of serious harm; 10-13 positive markers equate to medium risk where there are identifiable indicators of risk of serious harm and where the perpetrator has the potential to cause serious harm but is unlikely to do so unless there is a change in circumstances; and 14 and above

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<sup>21</sup> <https://www.foryoubyyou.org.uk/>.

<sup>22</sup> <https://www.refuge.org.uk/files/My-Money-My-Life-FINAL.pdf>.

<sup>23</sup> <https://www.survivingeconomicabuse.org/contact-us>.

<sup>24</sup> Consider [AGAI 100](#) for a comprehensive list for the Army.

evidencing High Risk where there are identifiable indicators of risk of serious harm and where the potential event could happen at any time and the impact would be serious. In addition to the standard DASH there is a specific DASH check list for young people. Both can be found at [Safelives](#) along with relevant practice guidance.

13. Once the DASH is completed the relevant agency or practitioner should work alongside the victim/survivor to determine what further support is required including onward referral to other agencies as necessary. This should always be done with consent of the victim/survivor unless the level of risk indicates otherwise.

14. A DASH indicating High Risk should automatically be referred to a Multi-Agency Risk Assessment Conference (MARAC) and professional judgement used where the score is lower but significant concerns remain. MARACs take place throughout the UK in each local authority (and in some overseas commands) and provide an opportunity for representatives from statutory and non-statutory agencies meet to discuss individuals at high risk of serious harm or murder as a result of domestic abuse. The meeting provides a safe environment for agencies to share relevant information about current risk and devise a plan to reduce risk and increase safety. Specialist welfare staff, UWOs and Service Police should attend MARACs relating to serving personnel or other staff that fall within their remit.

15. In overseas commands where the MARAC process is not established this should not prevent the sharing of information or safety planning. Anyone who receives a disclosure of domestic abuse in an overseas command or isolated detachment and is not sure what do next should contact the relevant specialist welfare provider or MOD contracted social work provider for advice.

16. **It is important to note that the MARAC process is not an immediate safeguarding measure. If the victim/survivor is in serious or imminent danger the relevant police force should be called immediately.**

## Overseas

17. Where MOD personnel are based in overseas locations the MOD aims to replicate so far as is reasonably practicable, statutory or near-statutory services following English legislation. However, resources and responses will not always be identical.

18. Where contracted to do so by the MOD, the British Forces Social Work Service (BFSWS) provides comprehensive support to those affected by domestic abuse in overseas locations. BFSWS contacts are detailed in the signposting section of this JSP at Table 2.

19. Unit Welfare Officers, military chaplains, health, education, police, and medical professionals play a crucial part in the response to domestic abuse in overseas locations. As such, they should understand local referral pathways for gaining support and for raising concerns.

20. In accordance with JSP 834, all safeguarding enquiries, concerns, and referrals for adults and children must be made to the MOD contracted social work provider for the respective location. Where there is no coverage in location, personnel should contact the AFFS Safeguarding Policy Team (SPT) for child and adult safeguarding concerns. The SPT are contacted at: [People-AFFS-Safeguarding-Mailbox@mod.gov.uk](mailto:People-AFFS-Safeguarding-Mailbox@mod.gov.uk).

21. As in the UK, in an emergency the police should always be the first call.

## Training

22. Defence personnel should undertake an appropriate level of domestic abuse training in relation to their role and responsibilities. In addition to any training provided within Defence (briefings, conferences, awareness campaigns, workshops etc.) relevant personnel should also access domestic abuse training provided by their respective local authority and make themselves familiar with local referral pathways. Relevant personnel include those who come into contact with adults, children, and families as part of their day-to-day roles such as those working in welfare, medical, health, education (designated safeguarding leads) and specialist welfare (not exhaustive). Training related questions can be directed to the Safeguarding Policy Team: [People-AFFS-Safeguarding-Mailbox@mod.gov.uk](mailto:People-AFFS-Safeguarding-Mailbox@mod.gov.uk)

23. Those based overseas who come into contact with adults, children, and families as part of their day-to-day roles should undertake training outlined in the Safeguarding JSP 834. This training, whilst focussed on broader safeguarding practice, will also reference domestic abuse, and detail local referral pathways for concerns where both adults and children are impacted.

24. The Army Welfare Service (AWS) delivers the MOD Domestic Violence Informed Practice (Safe and Together™ 4 Day Core). This course is primarily for AWS staff and relevant Army personnel and is open to applications from other MOD personnel/Contractors who provide support to serving personnel and their families. For further information contact: [RC-AWS-HQ-Trg-0Mailbox@mod.gov.uk](mailto:RC-AWS-HQ-Trg-0Mailbox@mod.gov.uk).



# 4 Support and Signposting

## Support

1. The tables below detail key support agencies for those based in the UK and overseas, including MOD contracted social work provider, along with details of organisations that provide additional specialist support and information.

*Table 1: Single service specialist welfare support for serving personnel in the UK*

Specialist welfare	Contact details	Information/support available
Royal Navy Family and People Support, RN FPS	Freephone 0800 145 6088 (Mil) 9380 28777 (Civ) +44 (0)23 92728777 Email: <a href="mailto:NAVYNPS-PEOPLESPTRNFPSP@mod.gov.uk">NAVYNPS-PEOPLESPTRNFPSP@mod.gov.uk</a> Web: <a href="http://www.royalnavy.mod.uk/community-and-support">www.royalnavy.mod.uk/community-and-support</a>	<ul style="list-style-type: none"> <li>• Confidential personal support.</li> <li>• Assessment of risk.</li> <li>• Safety planning.</li> <li>• Signposting and liaison with other agencies / organisations.</li> <li>• Advice and information.</li> </ul>
Army Welfare Service (AWS)	AWS Intake and Assessment Team (AWS IAT 0830 - 1630 UK local time) Mon - Thu 0830 - 1600 Fridays (Mil) 94777 3053 (Civ) +44 (0) 1904 882053 Email: <a href="mailto:RC-AWS-IAT-0Mailbox@mod.gov.uk">RC-AWS-IAT-0Mailbox@mod.gov.uk</a> Out of hours the AWS can be contacted through the Unit Welfare Officer and/or the Staff Duty Officer.	<ul style="list-style-type: none"> <li>• Confidential personal support.</li> <li>• Assessment of risk.</li> <li>• Safety planning.</li> <li>• Signposting and liaison with other agencies / organisations.</li> <li>• Advice and information.</li> </ul>
RAF Personal Support and Social Work Service (PS&SWS)	Telephone: 03000 111 723 (available 24 hours a day, 365 days a year) Email: <a href="mailto:psswsRAF@ssafa.org.uk">psswsRAF@ssafa.org.uk</a> (monitored during office hours, Monday to Friday 0830 - 1700)	<ul style="list-style-type: none"> <li>• Confidential personal support.</li> <li>• Assessment of risk.</li> <li>• Safety planning.</li> <li>• Signposting and liaison with other agencies / organisations.</li> <li>• Advice and information.</li> </ul>

Table 2: Overseas MOD contracted social work provider

Overseas support	Contact	Information/support available
British Forces Social Work Service (BFSWS)	Central Referral Team offers 24-hour worldwide cover (excluding Cyprus and Falklands); see below for separate contacts. 0044 (0) 808 168 3111 <a href="mailto:crt.bfsws@coreassets.com">crt.bfsws@coreassets.com</a> Monday to Friday 08:30 - 1700 hrs (Emergency Out of Hours service between 1700 - 0830 hrs).	<ul style="list-style-type: none"> <li>Confidential personal support.</li> <li>Assessment of risk.</li> <li>Safety planning.</li> <li>Signposting and liaison with other agencies / organisations.</li> <li>Advice and information.</li> </ul>
BFSWS Brunei	(00 673) 8330224 <a href="mailto:crt.bfsws@coreassets.com">crt.bfsws@coreassets.com</a>	<ul style="list-style-type: none"> <li>Confidential personal support.</li> <li>Assessment of risk.</li> <li>Safety planning.</li> <li>Signposting and liaison with other agencies / organisations.</li> <li>Advice and information.</li> </ul>
BFSWS - British Forces Cyprus (BFC)	(00 357) 2596 3609 <a href="mailto:contactuscyprus@forcessocialwork.com">contactuscyprus@forcessocialwork.com</a> Monday to Friday core hours 0730 - 1500 hrs (Emergency Out of Hours service outside core hours).	<ul style="list-style-type: none"> <li>Confidential personal support.</li> <li>Assessment of risk.</li> <li>Safety planning.</li> <li>Signposting and liaison with other agencies / organisations.</li> <li>Behaviour change work.</li> <li>Advice and information.</li> <li>Domestic abuse awareness training.</li> <li>Victim support service.</li> </ul>
BFSWS - British Forces South Atlantic Islands (BFSAI) (Falkland and Ascension)	00 500 73331 Military Ext: 3331 Mobile: 00 500 51020	<ul style="list-style-type: none"> <li>Confidential personal support.</li> <li>Assessment of risk.</li> <li>Safety planning.</li> <li>Signposting and liaison with other agencies / organisations.</li> <li>Advice and information.</li> </ul>

Table 3: Support for Civilian Defence Employees

Civilian support	Contact	Information/support
Employee Assistance Programme (EAP)	<a href="#">Employee Assistance Programme</a> 0800 731 8629 (UK) +44 330 008 5959 (outside UK)	<ul style="list-style-type: none"> <li>Provides confidential telephone and email support to those effected emotionally by domestic or workplace issues and advice to line managers (civilian and military) on how best to support staff.</li> </ul>
The Charity for Civil Servants	0800 056 2424	<ul style="list-style-type: none"> <li>Confidential support and advice (<a href="#">link to Domestic Abuse information</a>).</li> </ul>

*Table 4: Organisations that offer advice and practical guidance on domestic abuse*

<b>Name</b>	<b>Contact</b>	<b>Information/support available</b>
<a href="#">Women's Aid</a>	Web chat available: 0800-1800 daily	Support, signposting, information, and advice for women affected by domestic abuse.
<a href="#">Respect</a>	0808 802 4040	The UK organisation for work with perpetrators, male victims, and young people's violence in close relationships.
<a href="#">Roshni</a>	0800 953 9777	Support for Black, Asian, Minority Ethnic (BAME) adults who have experienced domestic abuse offering 24-hour multilingual helplines.
<a href="#">Aurora New Dawn</a>	023 9247 9254	Charity supporting victims/survivors of domestic abuse, sexual violence and stalking with expertise in supporting those from the Armed forces community.
<a href="#">Rights of Women</a>	020 7251 6577	National organisation offering free legal advice for women.
<a href="#">Mankind Initiative</a>	0182 333 4244	National charity providing support for men experiencing domestic abuse.
<a href="#">Mens Advice Line</a>	0808 801 0327	A confidential helpline for men experiencing domestic abuse.
<a href="#">Forced Marriage Unit (FMU)</a>	020 7008151	Advice and support to those affected by forced marriage.
<a href="#">Karma Nirvana</a>	0800 599 9247	Support for people experiencing honour-based abuse including forced marriage.
<a href="#">National LGBT DA Helpline</a>	0800 999 5428	National LGBT anti-violence and abuse charity helpline.
<a href="#">Stalking Helpline</a>	0808 802 0300	National helpline providing help and support to those experiencing stalking.
<a href="#">Refuge</a>	0808 2000247	Accommodation advice for women and children escaping domestic abuse
<a href="#">Samaritans</a>	0845 790 9090	24-hour confidential and emotional support for anyone in a crisis.
<a href="#">Trade Union Congress (TUC)</a>	020 7636 4030	Helpful advice booklet for employers and union reps.
<a href="#">Victim Support</a>	0808 168 9111	National charity for people affected by crime.
<a href="#">Womens Trust</a>	0207 034 0303	Mental health charity providing free counselling for women affected by domestic abuse.

Table 5: Other resources


Resource	Contact / website	Information/support available
GOV.UK Armed Forces domestic abuse page.	<a href="http://www.gov.uk/mod/domestic-abuse-support-for-the-armed-forces">www.gov.uk/mod/domestic-abuse-support-for-the-armed-forces</a>	Information for Service personnel and their families who are affected by domestic abuse as well as a Practitioners Handbook to support civilian agencies who are working with Serving families.
<a href="#">Online Safe Spaces</a>		Look for the Safe Spaces logo on the MOD intranet (Health and Wellbeing Portal) and Defence Connect pages, which is an untraceable link which automatically takes you to an Online Safe space. This provides information on local and national resources for domestic abuse.
<a href="#">Survivors' handbook</a>	<a href="http://www.womensaid.org.uk">www.womensaid.org.uk</a>	Information on spotting the signs, how to get help, legal rights etc.
<a href="#">The everyman project</a>	Tel: 0203 642 8850 Enquiries: <a href="mailto:everymanproject@btinternet.com">everymanproject@btinternet.com</a> Survivors: <a href="mailto:partnersupport@everymanproject.co.uk">partnersupport@everymanproject.co.uk</a>	The Everyman Project aims to help men to change their angry, violent or abusive behaviour with respect and dignity for every man, every woman and every child.
The Hideout	<a href="http://www.thehideout.org.uk/">http://www.thehideout.org.uk/</a>	Website for children to help them understand and report concerns about domestic abuse.
Bright Sky	<a href="#">Bright Sky app   Hestia</a>	Provides practical information for those experiencing abuse and to those providing support or who are concerned about a victim.
Employers Initiative on Domestic Abuse	<a href="#">Toolkit for Employers on Domestic Abuse</a>	Valuable guide for employers seeking to support employees affected by domestic abuse.

Table 6: National 24-hour helplines for personnel based in the UK

National Helplines	Contact	Information
England	Tel: 0808 200 0247	24-hour National Domestic Abuse helpline <a href="#">Home   Refuge National Domestic Abuse Helpline (nationaldahelpline.org.uk)</a>
Northern Ireland	Tel: 0800 917 141424	24-hour Northern Ireland Domestic Abuse helpline <a href="#">Helpline - Nexus (nexusni.org)</a>
Scotland	Tel: 0800 027 1234	24-hour Scottish Domestic Abuse helpline <a href="#">Scottish Domestic Abuse Helpline</a>
Wales	Tel: 0808 80 10 800	24-hour Wales Domestic Abuse and Sexual Violence helpline <a href="#">Live Fear Free helpline   GOV.WALES</a>