

Guidance for Professionals

What is The Portal?

The Portal provides a single point of contact for victims and survivors of domestic or sexual abuse and violence, helping them to find the right help, advice and support.

The Portal can also give advice and support to friends, families and professionals.

Who is providing The Portal?

The Portal is a partnership between three local specialist agencies, led by RISE. It is jointly provided by:



RISE: a national award winning domestic abuse charity providing sanctuary and support in Sussex since 1994.



cgl (change, grow, live) which provides information, advocacy and practical and emotional support to women, men and children living with domestic abuse and violence in the East Sussex area.



Survivors' Network: established in 1990 and offering a range of professional, relevant, services to survivors of any gender who have experienced any form of sexual violence.

Existing referral pathways and contact details for RISE, cgl and Survivors' Network are still valid.

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Eligibility

The Portal provides a support service to victims and survivors of domestic or sexual abuse and violence who are 16+ and living in, working in or visiting Brighton & Hove or East Sussex to enable them to cope and recover from the impact of abuse and violence.

What help and support is available?

- Help and support available depends on levels of risk, identified support needs, the type of support requested, as well as service user eligibility.
- If a service user is eligible – and accepts the service – they will be allocated to the appropriate team and a Safety and Support Plan will be developed.
- If a service user is not eligible they will be given advice on other local support. This could include a referral to another agency like Victim Support, other services provided by The Portal partners or another specialist service.

How do I make a referral?

- Go to www.theportal.org.uk and click on the ‘Professionals’ icon.
- Download and complete the Referral Form.
- Where relevant, attach a completed Domestic Abuse Stalking and Harassment Risk Identification Checklist (DASH RIC).
- The referrer must ensure that the service user is aware – and has given their consent – to the referral (unless you are a Police Officer).
- **Please note: If a referral form is missing key information we will ask the referrer for more information and we may not be able to accept the referral until this information has been provided.**

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Emailing Securely:

Brighton & Hove

Agencies using **secure Government email systems** (e.g. ending cjsm.net, gcsx.gov.uk, gsi.gov.uk, nhs.net or pnn.police.uk) can send a completed Referral Form, along with any other documentation, to:

portal.bh@rise.cjsm.net

East Sussex

Agencies using **secure Government email systems** (e.g. ending cjsm.net, gcsx.gov.uk, gsi.gov.uk, nhs.net or pnn.police.uk) can send a completed Referral Form, along with any other documentation, to:

portal.es@cgl.cjsm.net

If you do not have access to a secure Government email system:

Brighton & Hove

Please save the completed Referral Form, along with any other documentation, using an **Encrypted Email service such as Voltage SecureMail or the Egress Encrypted Email**. Send to:

portal.bh@riseuk.org.uk

East Sussex

Please save the completed Referral Form, along with any other documentation, using an **Encrypted Email service such as Voltage SecureMail or the Egress Encrypted Email**. Send to:

portal.es@cgl.org.uk

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What happens next?

- All referrals are assessed, prioritised and responded to according to risk.
- We aim to make first contact within three to five working days (two days in the case of High Risk referrals).
- Once we make contact we will offer a risk and needs assessment, discuss the help and support that is available and provide immediate advice on how to keep safe.
- We will make at least three attempts to contact a service user. If we are unable to make contact we will let the referrer know.

What then?

- If a service user is eligible – and accepts the service – they will be allocated to the appropriate team and a Safety and Support Plan will be developed.
- Every eligible service user will have a named Case Coordinator.
- Where appropriate, and subject to Data Protection, the Case Coordinator may make contact with the referrer and other agencies to liaise with them around the referral or Safety and Support Plan.
- You can also contact the Case Coordinator if you have any questions.
Freephone 0300 323 9985.

Information Sharing and Confidentiality

- Service user data will be held securely and confidentially.
- Information will be shared between the three local specialist agencies that are working in partnership to provide The Portal. There are safeguards to ensure that sensitive information is only accessed by those who ‘need to know’ about it.
- In order to protect those at highest risk, or where protective steps need to be taken, information may be shared with other agencies, such as the Police, Child or Adult Services.

Portal Publicity: A range of free publicity material, including posters and business cards, can be ordered via the website.

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