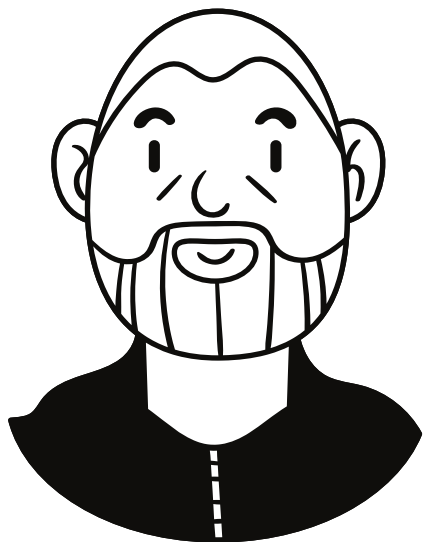


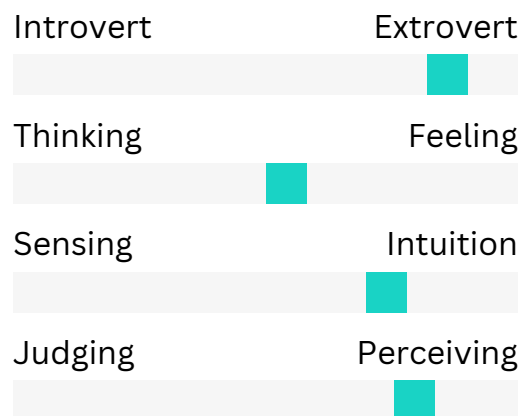
Sam



"I don't think as a team we've had much training on domestic abuse for a while"

Age: **43**
Work: **Education professional**
Family: **N/A**
Location: **N/A**

Personality



Professional

Signposter

Safeguarding

Goals/needs

- Get up to date information on service provision and support available for a specific person
- To communicate with the service and ask questions
- To find information about drop-ins and events to signpost to
- Training for his team
- To be able to give advice for keeping safe

Bio

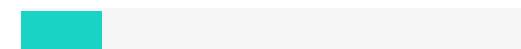
Sam is an educational professional working in further and higher education. He is an extremely busy resource with safeguarding responsibilities. Within his role he supports students with a broad range of needs for which he relies on liaising with appropriate services.

Sam has a good technical ability and is familiar with several domestic abuse services. He had some training in domestic abuse but not for a while.

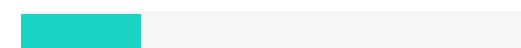
Sam wants to confidently signpost his students to the most appropriate service. He occasionally has the added complication where the perpetrator and person affected attend the same college.

Context

Stress/anxiety



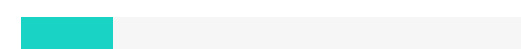
Confidence



Experience



Time available



Frustrations

- Not feeling clear on what services offer
- Not being able to find the customer journey and what level of support may be available
- When its not clear who to contact
- Having to look in and out of sections and not being able to use a search function

Finds it helpful when:

- Simple explanations and diagrams are used that can be shared
- Information is titled in layman's terms