



Sussex and East Surrey Commissioners



**Sussex and East Surrey Sustainability and Transformation  
Partnership (STP)**

# **Domestic Violence Procedure and Toolkit**

**APPROVED BY: Quality Committees**

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## 1. INTRODUCTION

- 1.1. This policy applies to all CCGs across the STP. East Surrey and Sussex Clinical Commissioning Groups (CCGs) work jointly and throughout this document are referred to as the STP.
- 1.2. Support and security at work play a vital part in the well-being of any organisation. Employers with a range of family-friendly policies, including guidance and support on domestic violence and abuse (DVA) are demonstrating a powerful commitment to the principles of equality and community investment and are creating an environment in which employees feel supported and confident in approaching their employer for help.
- 1.3. If you are in an abusive relationship, there are three important steps you can take:
  - Recognise that it is happening to you.
  - Accept that you are not to blame.
  - Get help and support.
- 1.4. There are things that you can do if you are being abused by an individual you live with, or have had a relationship with. As an employee you could talk to your Line Manager, or your Union Representative for advice and guidance. A confidential welfare service is also available to all CCG employees and can be accessed directly. This is the Employee Assistance Programme Counselling in Confidence (CiC).
- 1.5. **Key Staff Contacts.** See the Key Staff Contacts page on the staff Intranet for more details.
- 1.6. Further information is available in the Appendices to this policy:
  - [Appendix A](#) has details of available support.
  - [Appendix B](#) has suggestions on making yourself safer at work if you are experiencing abuse.
  - [Appendix C](#) has information on protecting yourself and your children from domestic abuse.
- 1.7. The terms domestic violence and abuse are used inter-changeably throughout this document.
- 1.8. It is important to note that people will react in different ways to a particular situation. Caution should be applied, therefore, when approaching a work colleague should you suspect that are experiencing or at risk of DVA. There may be additional issues facing an employee and additional barriers to seeking help because of their sex, ethnic and cultural background, religion, age, sexuality, gender identity or disability, which might make the individual feel more vulnerable when talking about their situation.
- 1.9. For instance, females are more likely to experience domestic abuse (90% of domestic abuse is committed by men against women). As a result, males or

transgender people experiencing domestic abuse may feel stigmatised and encounter barriers in seeking help. As a manager it is important to respond positively to an employee disclosing DVA. Advice for managers is included in [Section 6](#).

- 1.10.** Confidentiality is essential for an employee who is experiencing DVA. It is important, therefore, to ensure that information shared remains confidential and is not revealed to anyone without the individual's permission. The only exception to this would be if it is felt that the victim is at significant risk of serious injury or it is revealed that children or other adults are at risk. In such cases a manager may have a duty to report it through the appropriate channels, i.e. Child safeguarding and Adult safeguarding procedures but are required to inform the employee (unless doing so would increase the risk to the adult or child) before doing so. Further details are available in the Safeguarding Policy, available on the Staff Intranet at:
- 1.11.** The STP recognises that complex domestic situations may occur which result in employees experiencing domestic violence requiring immediate time off. Line Managers, in consultation with Human Resources, will have the discretion to grant special leave. The Special Leave Policy is available on the Staff Intranet
- 1.12.** Where the impact of domestic violence has affected the employee's health and rendered them unfit for work, then any absence will be regarded as sickness absence and the sickness absence policy will apply. The Absence Management Policy is available on the Staff Intranet
- 1.13.** It will be considered a possible disciplinary matter if an employee is alleged to be a perpetrator of domestic violence. The Managing Allegations Policy and Disciplinary Policy will apply, this is available on the staff Intranet.
- 1.14.** All employees have a responsibility to ensure that they comply with the aims of the toolkit and follow the procedural guidance where appropriate.

## **2. SCOPE**

**2.1.** The impact of domestic violence on the workplace can result in:

- Deterioration in performance.
- Increased absenteeism.
- Poor timekeeping.
- A rise in health and safety issues.
- Increased risk of workplace violence.
- Loss of productivity.
- Unexplained injuries
- Frequent or persistent phone calls, emails texts etc.

**2.2.** People experiencing domestic violence are especially vulnerable while they

are at work, because once a person attempts to leave an abusive partner, the workplace often becomes the only place where they can be located and harmed.

- 2.3. The CCG is committed in addressing domestic violence and acknowledges that it is a significant issue in today's society. It recognises that some of its staff may, at some point in their lives, either find themselves in an abusive relationship, experiencing domestic violence at first hand, or know of a close family member, colleague or friend who is a victim of domestic violence.
- 2.4. The CCG will not discriminate against anyone who has been subjected to domestic violence / abuse, in terms of their existing employment or career development.
- 2.5. The CCG has a duty of care to promote a safe and healthy working environment and is committed to raising awareness of domestic violence / abuse with employees and managers.
- 2.6. It will be considered a disciplinary matter if an employee is found to be using workplace resources to harass or abuse another person. If a CCG employee is an alleged perpetrator of domestic violence, regardless of whether this occurs outside of their usual working hours, the Managing Allegations Policy should be followed with additional advice and guidance from HR.
- 2.7. This toolkit provides general awareness and support to staff, signposting where those experiencing domestic abuse can seek help and support both locally and nationally. It also includes guidance for managers on recognising the signs of domestic violence / abuse and adapting working arrangements and safety planning.
- 2.8. Although every situation is unique, there are common factors that link the experience of an abusive relationship. Acknowledging these factors is an important step in preventing and stopping the abuse.

### 3. DEFINITIONS

#### 3.1. Domestic Violence and Abuse

- 3.1.1. **DVA** is a pattern of controlling behaviour through which the abuser seeks power over their victim. The Government defines domestic violence for monitoring purposes as:

*Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender, gender identity or sexuality. This can encompass but is not limited to the following types of abuse:*

- *Psychological.*
- *Physical.*

- *Sexual.*
- *Financial.*
- *Emotional.*

This definition includes so called “honour” based violence, female genital mutilation (FGM) and forced marriage and is clear that victims are not confined to one gender or ethnic group

3.1.2. DVA can occur regardless of sex, ethnicity, religion, class, age, sexuality, gender identity, disability, marriage or civil partnership, pregnancy or lifestyle. It can also occur in a range of relationships including heterosexual, gay, lesbian, transgender and bi-sexual relationships. Victims suffer on many levels, i.e. health, housing and education and lose the freedom to live their lives how they want and without fear.

3.1.3. Some employees may experience a unique form of domestic abuse due to their protected characteristics. For instance, where sexuality and gender identity is used to abuse (threats to disclose these), where pregnancy triggers the domestic abuse, or where cultural or religious norms affect the victim’s perception of the abuse.

### **3.2. Controlling behaviour**

3.2.1. A range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

### **3.3. Coercive behaviour**

3.3.1. An act, or a pattern of acts, of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.

3.3.2. The [Serious Crime Act 2015](#) created a new offence of controlling or coercive behaviour in intimate or familial relationships ([section 76](#)). The new offence closes a gap in the law around patterns of controlling or coercive behaviour in an ongoing relationship between intimate partners or family members

## **4. HELP AVAILABLE TO EMPLOYEES.**

4.1. If you are in an abusive relationship, there are three important steps that you can take:

- Recognise that it is happening to you.
- Accept that you are not to blame.
- Get help and support.

4.2. There are things you can do if you are being abused by an individual that you live with, or have had a relationship with. As an employee you could talk to

your Line Manager, or your Staff Side or Union Representative for advice and guidance. A confidential welfare service is also available to all CCG employees and can be accessed directly.

- 4.3. Employees can also access staff intranet sites to find details of their place based domestic abuse support services.
- 4.4. Domestic Violence Disclosure Scheme (DVDS) aims to give information regarding a partner that may pose a risk to you. The scheme also allows family members or a third party to make an application under the scheme if they feel someone known to them is at risk from a partner. The scheme is also known as “Clare’s Law”. Advice on making a request under this scheme can be found at:  
[www.sussex.police.uk/advice/protect-yourself-and-others/domestic-abuse/domestic-violence-disclosure-scheme-dvds/](http://www.sussex.police.uk/advice/protect-yourself-and-others/domestic-abuse/domestic-violence-disclosure-scheme-dvds/)  
<https://surrey.police.uk/advice/protect-yourself-and-others/domestic-abuse/>

## **5. HOW CAN A MANAGER RECOGNISE THE SIGNS OF DOMESTIC VIOLENCE?**

- 5.1. Line Managers are likely to play a key role in supporting employees who are experiencing DVA. Signs to look out for could include:
  - Lateness or high absenteeism rate without explanation.
  - Uncharacteristic depression, anxiety, distraction or problems with concentration.
  - Changes in the quality of work performance for no apparent reason.
  - Obsession with time or avoiding lunch breaks or socialising outside work.
  - Inappropriate or excessive clothing.
  - Repeated injuries or unexplained bruising or explanations that do not fit the injuries displayed.
  - Increased hours being worked for no apparent reason.
  - Distracted by frequent texts, phone calls, texts etc.
- 5.2. The above examples are not exhaustive, however, and caution should be applied when assessing the work situation. A scenario could relate to an entirely different situation and consequently no assumptions should be made.

## **6. AS A MANAGER WHAT CAN YOU DO?**

- 6.1. It is important to appreciate that people will react in different ways to a particular situation. Caution should be applied, therefore, when approaching a work colleague should you suspect that DVA could be occurring. There may be additional issues facing an employee and additional barriers to seeking help because of their sex, ethnic and cultural background, religion, age, sexuality, gender identity or disability, which might make the individual feel more vulnerable when talking about their situation.

- 6.2.** As a manager it is important to respond positively to an employee disclosing a problem with DVA. It is important to be aware that the employee will need to feel safe in sharing the reasons. Discussing any issue will have taken a great deal of courage and the response may be a crucial factor in determining whether an employee seeks help.
- 6.3.** Managers should try to provide as much support as possible to the individual experiencing domestic violence; the employee needs to be provided with a clear understanding of what is expected with regard to performance and attendance and what support their employing organisation can provide. STP has clear guidance when staff may be the perpetrators of domestic violence (see **section 11** below). Whilst dealing sympathetically with those experiencing DVA, managers should consult with HR, be aware of policies for supporting staff if their performance and attendance is affected, and keep records of discussions as appropriate.
- 6.4.** Listed below are examples of ways that a manager can both support and enable an employee experiencing DVA:
- Prioritise safety.
  - Consider working patterns and workload, i.e. is there is a need for a risk assessment to determine the level of risk involved and the suitability of the workplace? (See **section 7** below).
  - Develop an understanding and supportive climate within the working environment.
  - Make yourself approachable. Give employees the opportunity to talk to you confidentially, both formally, through any regular one-to-one sessions you have, or informally ensuring that you keep to appropriate boundaries.
  - Make relevant literature generally available and display prominently.
  - Make the employee aware of the professional and experienced support mechanisms available as listed within the Appendices.
  - Look out for warning signs of DVA and ensure information is available.
  - Do not pressure an employee to disclose information to you.
  - Do not pressure an individual to leave the relationship. People experiencing DVA may face many barriers to leaving. Also be aware that the risks to a person can increase in the period after they end a relationship. See [www.refuge.org.uk/our-work/forms-of-violence-and-abuse/domestic-violence/barriers-to-leaving/](http://www.refuge.org.uk/our-work/forms-of-violence-and-abuse/domestic-violence/barriers-to-leaving/)

## **7. ADAPTING WORKING ARRANGEMENTS AND SAFETY PLANNING.**

- 7.1.** Employers owe a duty of care to their employees. Consequently, a change in working hours, work location, or other temporary measures for protecting employee safety should be considered by Line Managers, which could also include specific security arrangements for the employee experiencing domestic violence, such as the screening of telephone calls, or not giving information about individual work arrangements to callers. It may be appropriate to consider undertaking a risk assessment on the employee

and/or the team.

- 7.2. At particular times, more flexibility about start and finish times and lunch breaks to avoid unwelcome visits may be required. Whatever the need, it is important that all options are considered carefully and for flexibility to be applied as much as possible. The CCG's Flexible Working Policy provides further information and guidance. This is available on the Staff Intranet
- 7.3. The CCGs within the STP recognise that DVA may have a negative impact on performance at work. It is important, however, that an employee experiencing DVA discusses their needs with their Line Manager and/or union representative, in order that appropriate and full support can be provided, see [Appendix B](#).

## **8. TIME OFF FROM WORK**

- 8.1. The CCG recognises that complex domestic situations may occasionally occur which result in employees experiencing DVA requiring immediate time off. An employee may not be able to concentrate on their work because of their complex domestic situation and a short period of time off may help the employee to cope with the situation.
- 8.2. Special leave provides additional support by way of immediate time off for employees who have to cope with domestic emergencies. On the basis of information available, Line Managers, in consultation with Human Resources, will have the discretion to grant special leave. Please contact your Line Manager for further details. The Special Leave Policy is available on the Staff Intranet at:
- 8.3. Where the impact of domestic violence has affected the employee's health and rendered them unfit for work, then any absence will be regarded as sickness absence and the Absence and Attendance Management Policy will apply. This is available on the Staff Intranet at:

## **9. EXCEPTIONAL CIRCUMSTANCES - ADDITIONAL SUPPORT AVAILABLE.**

- 9.1.** In exceptional circumstances, an employee experiencing DVA may require additional support. An exceptional circumstance would be the immediate and urgent need to find temporary accommodation, or arrangements relating to the issuing of an injunction by a solicitor. Where exceptional circumstances are identified by the Line Manager, further guidance and support should be sought via the specialist agencies listed in [Appendix A](#).

## **10. CONFIDENTIALITY AND CHILD OR ADULT SAFEGUARDING CONCERNS.**

- 10.1.** Confidentiality is essential for an employee who is experiencing DVA. It is important, therefore, to ensure that information shared remains confidential (where it is safe to do so) and is not revealed to anyone without the individual's permission.
- 10.2.** In most circumstances, any information an employee shares with their Line Manager will remain confidential and will not be revealed to anyone without their permission.
- 10.3.** The adult concerned is at serious risk of harm or that there are children living in an environment with abusive behaviour. Research indicates that violence may increase when a woman experiencing abuse tries to end the relationship, on separation or divorce. Other danger times are during pregnancy or after the birth of a child.
- 10.4.** Children who witness DVA are being abused emotionally. This can affect them badly and has far-reaching consequences. In such cases, a Line Manager has a duty to report it through the appropriate channels, (i.e. Child Safeguarding and Adult Safeguarding Procedures), but are required to inform the employee (unless it will increase the risk to the adult or child) before doing so. A manager may, however, pass on their concerns **without agreement** if they remain concerned about an individual's welfare, but should discuss this with their own Line Manager before doing so.
- 10.5.** See [Appendix C](#) - Protecting yourself and your children from domestic abuse. Further details are available in the Safeguarding Policy and, available on the Staff Intranet at:

## **11. PERPETRATORS OF DOMESTIC VIOLENCE IN THE WORKPLACE.**

- 11.1.** Employees of the CCG who are perpetrators of DVA are encouraged to come forward via their Line Manager to seek help and support.
- 11.2.** It will be considered a disciplinary matter if an employee is found to be using workplace resources such as telephones, fax or emails, or their staff position, to threaten, harass or abuse their current or former partners that may also involve other colleagues, who may or may not be aware of their motives.

- 11.3.** If employees of the CCG are abusive to partners in their private lives this may also be considered a disciplinary matter and could result in dismissal. There may be a requirement to consider safety measures in dealing with DVA situations where compliance is required with any injunction in place (see also section 9 above). The same applies if the CCG is brought into disrepute following a conviction of an employee for domestic violence. The Disciplinary Policy is available on the Staff Intranet at: Staff who are perpetrators of DVA will also be subject to the Managing Allegations Policy
- 11.4.** Dependent on the role and position of the person thought to be a perpetrator, additional action may be required including referral to professional bodies or [Disclosure and Barring Service](#) (DBS).

## **12. REFERENCES**

Disclosure and Barring Service.

[www.gov.uk/government/organisations/disclosure-and-barring-service](http://www.gov.uk/government/organisations/disclosure-and-barring-service)

Domestic Violence Crime and Victims Act 2004.

[www.legislation.gov.uk/ukpga/2004/28/contents](http://www.legislation.gov.uk/ukpga/2004/28/contents)

[www.legislation.gov.uk/ukpga/2004/28/notes](http://www.legislation.gov.uk/ukpga/2004/28/notes)

The Family Law Act 1996.

[www.legislation.gov.uk/ukpga/1996/27/contents](http://www.legislation.gov.uk/ukpga/1996/27/contents)

[www.gov.uk/government/publications/applications-under-the-family-law-act-1996/practice-guide-20-applications-under-the-family-law-act-1996](http://www.gov.uk/government/publications/applications-under-the-family-law-act-1996/practice-guide-20-applications-under-the-family-law-act-1996)

HM Courts and Tribunals Service.

<https://www.gov.uk/government/organisations/hm-courts-and-tribunals-service>

House of Commons Library standard note [SN/HA/6648](#), The Protection from Harassment Act 1997, June 2013

Protection from Harassment Act 1997

[www.cps.gov.uk/legal/s\\_to\\_u/stalking\\_and\\_harassment/](http://www.cps.gov.uk/legal/s_to_u/stalking_and_harassment/)

Serious Crime Act 2015. [www.legislation.gov.uk/ukpga/2015/9/contents](http://www.legislation.gov.uk/ukpga/2015/9/contents)

[www.gov.uk/government/collections/serious-crime-bill](http://www.gov.uk/government/collections/serious-crime-bill)

### **13. EQUALITY**

- 13.1.** In applying this policy, the CCG will have due regard for the need to eliminate unlawful discrimination, promote equality of opportunity and provide for good relations between people of diverse groups, in particular on the grounds of the following characteristics protected by the Equality Act (2010); age, disability, sex, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, and sexual orientation, in addition to offending background, trade union membership, or any other personal characteristic.
- 13.2.** There may be some practices within the DVA definition that may be seen as culturally acceptable, but nevertheless are illegal within UK Law and therefore sit outside of this statement.

### **14. MONITORING AND REVIEW**

- 14.1.** This procedure will be reviewed as part of the usual policy cycle. Where review is necessary due to legislative change, this will happen immediately.
- 14.2.** An Equality Analysis Initial Assessment has been carried out on this policy. As a result, there is no anticipated detrimental impact on any equality group.

## Appendix A: Support Mechanisms

### Website history

If you are worried about someone knowing you have visited a website, because of the memory / history issues associated with your computer, most of the sites listed below provide guidance on how this may be minimised.

<a href="http://www.womensaid.org.uk">www.womensaid.org.uk</a>	0808 2000 247
<a href="http://www.mensadviceline.org.uk">www.mensadviceline.org.uk</a>	0808 801 0327
<a href="http://www.nationaldomesticviolencehelpline.org.uk">www.nationaldomesticviolencehelpline.org.uk</a>	0808 2000 247

### Local Support Mechanisms

1. *Brighton & Hove City Council Community Safety Team.*  
[www.safeinthecity.info](http://www.safeinthecity.info). The Partnership Community Safety Team (CST Central) provides advice, information and signposting for local people who need access to domestic violence services. Phone: 01273 290000.
2. *Change, Grow, Live.*  
[www.changegrowlive.org/content/the-portal-east-sussex](http://www.changegrowlive.org/content/the-portal-east-sussex). Change, grow, live (CGL) provides information, advocacy and practical and emotional support to women and men living with domestic abuse and violence in the East Sussex area. Change, Grow, Live's Community Independent Domestic Violence Advisors Service (IDVAs) provides practical and emotional support to women and men.
3. *East Surrey Domestic Abuse Service*  
<https://www.esdas.org.uk/> 01737 771350  
Provide emotional and practical support to those in East Surrey living with or experiencing domestic abuse.
4. *Worth Services*  
[www.worthservices.org](http://www.worthservices.org) The organisation works with anyone over the age of 16 who is living with domestic abuse. Telephone 03302228181
5. *Housing Enquiries.*  
Housing enquiries should be addressed through the council contacts available on the website by phone. Please see the relevant website for details.
6. *The Portal.*  
[theportal.org.uk/](http://theportal.org.uk/). Supports survivors of abuse and violence. The Portal provides advice and support in Brighton & Hove and East Sussex. Phone 0300 323 9985.
7. *Rise (formerly the Women's Refuge Project).*  
[www.riseuk.org.uk/](http://www.riseuk.org.uk/). Helpline, refuge, advocacy, community outreach and therapeutic services, children and young people's services, training and education. Primarily for women and their children. They also work with young men and women. Phone 0300 323 9985.
8. *Safe Space Sussex.*

[www.safespacesussex.org.uk/](http://www.safespacesussex.org.uk/). Provides details of local agencies that can support victims of domestic abuse.

9. *Sexual Assault Referral Centre (Saturn Centre, Crawley)*.  
[www.saturncentre.org](http://www.saturncentre.org). The Centre offers sympathetic medical care and counselling. See Phone: 01293 600469 (9am-5pm Monday to Friday) Out of hours phone 0800 033 7797. Email: [sc-tr.saturncentre@nhs.net](mailto:sc-tr.saturncentre@nhs.net)
10. *Surrey Police Domestic abuse advice*  
<https://surrey.police.uk/advice/protect-yourself-and-others/domestic-abuse/>
11. *Sussex Police Domestic Violence Abuse Advice*.  
[sussex.police.uk/advice/protect-yourself-and-others/domestic-abuse/](http://sussex.police.uk/advice/protect-yourself-and-others/domestic-abuse/)
12. *East Sussex County Council*.  
[www.eastsussex.gov.uk/childrenandfamilies/familysupport/domestic-violence/](http://www.eastsussex.gov.uk/childrenandfamilies/familysupport/domestic-violence/).  
For those people who live in the East Sussex area and wish to access services, please access the County Council website.
13. *West Sussex County Council*.  
[www.westsussex.gov.uk/living/in\\_your\\_community/community\\_safety/reporting\\_community\\_safety\\_pro/domestic\\_abuse/support\\_and\\_advice\\_for\\_victims.aspx](http://www.westsussex.gov.uk/living/in_your_community/community_safety/reporting_community_safety_pro/domestic_abuse/support_and_advice_for_victims.aspx) .  
For those people who live in the West Sussex area and wish to access services.

### **National Support Mechanisms.**

1. *Emergency Services*.  
If you are concerned for your own or someone else's immediate safety, telephone the police on **999**.
2. *Chinese Information and Advice Centre*.  
[www.ciac.co.uk](http://www.ciac.co.uk) and [info@ciac.co.uk](mailto:info@ciac.co.uk). Phone 0300 201 1868
3. *Galop the LGBT Domestic Violence Charity*.  
[www.galop.org.uk](http://www.galop.org.uk) . Galop Helpline is a UK-wide specialist confidential service for lesbians, gay men, bisexual and transgender people experiencing domestic violence. The helpline can be accessed anonymously for information, support and advice including referrals to other services as necessary. Phone 0800 999 5428. Email [help@galop.org.uk](mailto:help@galop.org.uk).
4. *Government Documents*.
  - i. *Domestic Violence Disclosure Scheme – Guidance*.  
[www.gov.uk/government/publications/domestic-violence-disclosure-scheme-pilot-guidance](http://www.gov.uk/government/publications/domestic-violence-disclosure-scheme-pilot-guidance)
  - ii. *Guidance on Domestic Violence and Abuse*.  
[www.gov.uk/guidance/domestic-violence-and-abuse](http://www.gov.uk/guidance/domestic-violence-and-abuse). Find out about domestic violence and abuse, coercive control, disclosure scheme, protection notices, domestic homicide reviews and advisers.
  - iii. *Minister for Women and Equalities*.

- [www.gov.uk/government/ministers/minister-for-women-and-equalities--3](http://www.gov.uk/government/ministers/minister-for-women-and-equalities--3)
- iv. *Prime Minister's plans to transform the way we tackle domestic violence and abuse.*  
[www.gov.uk/government/news/prime-ministers-plans-to-transform-the-way-we-tackle-domestic-violence-and-abuse](http://www.gov.uk/government/news/prime-ministers-plans-to-transform-the-way-we-tackle-domestic-violence-and-abuse)
5. *Jewish Women's Aid.*  
[www.jwa.org.uk](http://www.jwa.org.uk). Free helpline offering help, support and referral. Phone 0808 801 0500.
6. *The Kiran Project*  
[www.kiranproject.org.uk](http://www.kiranproject.org.uk) . Provides safe, temporary accommodation for Asian women and their children. Phone 0208 558 1986. Email [kiran.admin@kiranss.org.uk](mailto:kiran.admin@kiranss.org.uk).
7. *Men's Advice Line.*  
[www.mensadvice.org.uk](http://www.mensadvice.org.uk) . If you are a man experiencing domestic violence, or you want to call on behalf of a male friend or relative, you can contact the Male Advice Line & Respect. Phone 0808 8010 327. Email [info@mensadvice.org.uk](mailto:info@mensadvice.org.uk).
8. *Muslim Women's Helpline.*  
[www.muslimcommunityhelpline.org.uk](http://www.muslimcommunityhelpline.org.uk) . Phone 10am to 1pm Monday to Friday 0208 904 8193 or 0208 908 6715. Email [ess4m@btinternet.com](mailto:ess4m@btinternet.com).
9. *National Domestic Violence Helpline.*  
[www.nationaldomesticviolencehelpline.org.uk/](http://www.nationaldomesticviolencehelpline.org.uk/). 24 hour Free-phone service 0808 2000 247 Run jointly by **Refuge** and **Women's Aid** for women and children experiencing domestic violence in England, this helpline service provides support, information and a listening ear to women and children experiencing violence and assists women and children to access a place of safety in a women's refuge. The helpline also offers support and information to friends, family members and external agencies that are calling on behalf of a woman. The aim is to make women aware of the options so that they can make informed choices.
- The Helpline is a member of the Language Line and can provide access to an interpreter for non-English speaking callers. It can also access the BT Type Talk Service. The Helpline will also refer male callers who require help to appropriate support groups.
10. *Respect Phone line for perpetrators.*  
[www.respectphoneline.org.uk](http://www.respectphoneline.org.uk) . Respect is the UK association for domestic violence perpetrator programmes and associated support services. Domestic violence is most often perpetrated by men against women, but does also occur in same sex relationships and in a small number of cases from women to men. Because of this, the Respect phone line will specialise in providing services to male perpetrators, but will also be available for female perpetrators and those in

same sex relationships. Phone 0808 802 4040. Email [info@respectphonenumber.org.uk](mailto:info@respectphonenumber.org.uk).

11. *Samaritans.*

[www.samaritans.org](http://www.samaritans.org). The Samaritans provide emotional support for the suicidal and people in distress. It offers a 24 hour telephone service and complete confidentiality. The regional / national telephone number will take calls from any area. Regional numbers can be found on the website. National: 116 123 (24 hours). Email [jo@samaritans.org](mailto:jo@samaritans.org).

12. *Southall Black Sisters Helpline*

[www.southallblacksisters.org.uk](http://www.southallblacksisters.org.uk). Information and advice for Black and Asian women. Phone 0208 571 0800 Mon, Wed, Fri 9.30am to 4.30pm (closed daily 12.30pm –1.30pm).

13. *Victim Support.*

[www.victimsupport.org.uk](http://www.victimsupport.org.uk). If you have been a victim of crime, Victim Support (a government funded voluntary organisation) can provide free confidential support, practical help and information including information about your local Victim Support Scheme. If the police catch the person accused of the crime and the case goes to court, you can also get help from Victim Support's Witness service.

If you have been a victim of crime and would like to talk to someone in confidence, you can phone the support line on 0808 1689 111. The line is open from 8.00am to 8.00pm, Monday to Friday, from 9.00am to 7.00pm at weekends, and from 9.00am to 5.00pm on public holidays.

14. *Women with learning difficulties*

Via Women's Aid. See [www.womensaid.org.uk](http://www.womensaid.org.uk). Phone 0808 2000 247.

## **Appendix B: Suggestions on how to make yourself safer at work if you are experiencing abuse.**

- Keep a copy of your court order at work.
- Give a picture of the abuser to security and friends at work.
- Tell your Line Manager if they can make it harder for the abuser to find you.
- Do not go to lunch alone.
- Ask a colleague to walk you to your car or to the bus / train etc.
- If the abuser contacts you at work, save the message / email where you are able to, or write down the message with date and time.
- Request colleagues not to give out your phone number without your permission.
- If leaving your workplace, always make colleagues aware of where you are going and provide an expected time for your return.
- Change your regular habits to and from work.
- Try to get rides with different people.
- Keep a mobile phone number and programme it to 999, or other emergency / support number.

### **How can I get away from harm in an emergency?**

Plan where you can go. E.g. a neighbour, relative or friend's house.

Find a safe place to keep a packed bag, maybe outside the house. Put in the bag:

- Spare clothes for you and your child(ren), and children's toys.
- A set of keys for your house and car.
- Cash (try to set money aside).
- Chequebook, bankcards, and/or building society book.
- Driving licence / car documents.
- Passport, visa, work permits.
- Lease / rental agreement / mortgage details.
- Benefit documents.
- Your birth certificate and those of your child(ren).
- Marriage certificate / Certificate of Civil Partnership.
- Medical documents.
- Address book.
- Details of all household bills in your name.

## Appendix C: Protecting yourself and your children from domestic abuse.

If you are thinking about leaving an abusive relationship and you are worried about the safety of your children there is help available.

### Potential dangers you may face.

Your abuser may threaten that if you leave or tell anyone about the violence, your children will be taken away from you. Social Services will **not** take your children away for this reason. Contacting Adult Social Care or Children's Social Care can support and guide you to services that can support you

If you fear your partner will abduct the children, get advice as soon as possible from Children's Services. The Police can give advice via 101 or in an emergency contact 999.

### Civil law.

There are two important civil law remedies under the [Family Law Act 1996](#) (as amended by Part 1 of the [Domestic Violence Crime and Victims Act 2004](#)):

- A **Non-Molestation Order** is a court order which prohibits an abuser from molesting another person they are associated with. Molestation is not defined in the Act but has been interpreted to include violence, harassment and threatening behaviour. Each order would contain specific terms as to what conduct is prohibited and could last for any length of time deemed appropriate by the Court. Breach of a non-molestation order is a criminal offence.
- An **Occupation Order** is a court order which governs the occupation of a family home. It could be used to exclude an abuser temporarily from the home and surrounding area and give the victim the right to enter or remain. In certain circumstances, the court may attach a power of arrest to the occupation order.

The [Protection from Harassment Act 1997](#) (as amended) also provides for important civil and criminal remedies, including non-harassment and restraining orders. These are discussed in more detail in the House of Commons Library standard note [SN/HA/6648](#), The Protection from Harassment Act 1997, June 2013.

Practical information about how to apply for court orders is available from the [Women's Aid Survivors Handbook](#), the [Victim Support](#) website and [HM Courts and Tribunals Service](#).