

**SAFER
HAMPSHIRE
BUSINESS
PARTNERSHIP**

Working
together
to tackle
crime

BUSINESS CRIME GUIDE

**SUPPORTING
EMPLOYEES
AFFECTED BY
DOMESTIC ABUSE**



HAMPSHIRE
CONSTABULARY

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INTRODUCTION

Domestic violence and abuse is defined by the Home Office 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 who have been intimate partners or family members regardless of gender or sexuality.

Research indicates that 75% of victims will be targeted at work, 1 in 3 domestic homicides happen on workplace grounds and 58% of victims will miss at least 3 days of work a month, due to domestic abuse.

Domestic abuse may include a range of behaviours, such as (this list is not exhaustive) hitting, biting, burning, rape, verbal threats, physical threats, being watched, being constantly blamed, having wages or pensions taken away, and difficult phone calls.

Both men and women can be victims of domestic abuse. Abuse can be within same-sex relationships or affect those who have a 'protected characteristic', which can lead to additional safeguarding needs and responses. Victims of domestic abuse are not confined to one gender or ethnic group.

The purpose of this guide is to offer practical support for managers when a member of their staff has been identified as a victim of domestic abuse. This should include confidentiality being afforded to them in their workplace, unless there are safeguarding measures involving colleagues, which necessitates wider information sharing to prevent risk and harm. It should be recognised

that as a manager you cannot solve the problem, but can offer support and take all reasonable actions to ensure the workplace is safe and secure for the individual and others who may be at risk.

You may become aware of a domestic abuse situation through sudden changes in behaviour or performance, absence monitoring, poor performance or an incident in the workplace. Some victims will work longer hours to avoid going home and may put in additional effort because they are desperate not to lose their job. Others may have their ability to work controlled or sabotaged. Identifying an individual who is experiencing difficulties at an early stage can help to ensure appropriate support is provided. This can enable the individual to deal with their situation more effectively.

You must adopt a sensitive, empathic and non-judgemental approach when dealing with an individual who is experiencing domestic violence and abuse.

KEY DEFINITIONS

The following describes some of the behaviours and acts that fall into each 'category' of abuse; they are not exhaustive lists, but demonstrate the breadth of behaviours and acts that domestic abuse can encompass. These behaviours and acts are criminal offences, either in their own right or when considered as part of a pattern of abuse.

COERCIVE BEHAVIOUR

This is defined as an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish or frighten the victim. This definition includes 'honour' based violence, female genital mutilation (FGM) and forced marriage. Victims are not confined to one gender or ethnic group.

CONTROLLING BEHAVIOUR

This is defined as 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.

DOMESTIC VIOLENCE AND ABUSE

This can encompass but is not limited to the following types of abuse:

- psychological
- physical
- sexual
- economic (including financial)
- emotional.

STALKING AND HARASSMENT

This is repeated behaviour which is unwanted by the victim and causes the victim alarm or distress. It encompasses a wide range of behaviour and can include frequent, unwanted contact; following or watching the victim; damage to the victims property, and threats of harm.

HOW TO SPOT SIGNS OF DOMESTIC ABUSE

The ways in which domestic abuse are perpetrated are unique to an individual, however, some of the indicators could include:

- increased absenteeism
- lateness
- decreased performance
- sustained changes in behaviour or changes in schedule
- increased isolation
- receiving a unusual number of calls or text messages
- visible bruising
- inappropriate clothing (eg long sleeves in hot weather; heavier make up to disguise visible marks)
- never being able to socialise
- over performing
- apparent lack of access to money
- partner or ex-partner continually turning up at the workplace

YOUR ROLE AS A LINE MANAGER

The types of behaviours or skills that you will need when responding to a domestic abuse concern include:

- making yourself approachable to the individual
- providing an understanding and supportive environment for the individual to discuss their needs with you
- ensuring any discussions about the individual's situation taking place in private
- ensuring the individual's confidentiality is respected as far as possible
- listening to the individual, take what they are saying seriously and being non-judgemental
- understanding that the individual may not wish to approach you and may prefer to seek support from a colleague, staff association, staff support group, union or HR
- advising the person that by understanding their situation, you are more likely to be able to support them, for instance, if there is a potential health and safety issue or if other action is being taken, such as performance or absence monitoring
- asking the individual what support measures they may wish to explore
- considering the use of 1:1 sessions such as return to work interviews, as a mechanism to check if domestic abuse could be impacting on the employee

Other points that you will need to consider include:

- explaining the options available to support the individual, which may include referral to an outside agency where the individual agrees to this action
- providing details of Health and Wellbeing services and other external support organisations
- being aware there may be additional issues faced by the individual because of a protected characteristic such as age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation

CONFIDENTIALITY

Consent from the individual should normally be obtained before information is sought or passed on, however, there will be times when ‘relevant and proportionate information’ may need to be shared with third parties, in line with the Data Protection Act (DPA), the General Data Protection Regulation (GDPR) and other legislation. Managers should refer to their own organisation’s policy and/or guidance, and to seek advice if unsure what and who to share with. All decisions, even decisions not to share information, should be recorded, along with their rationale.

There may be circumstances when information must be shared without the individual’s consent. For example, where there is significant concern for the individual’s safety, or concern that another adult or child is, or is likely to, suffer significant harm.

The dangers associated with breaches of confidentiality in domestic and sexual violence cases can be extreme. Perpetrators of domestic abuse have been known to go to great lengths to obtain information on the whereabouts and movements of an ex-partner.

Be mindful that the perpetrator may try to contact the victim through their place of work. You may wish to consider screening any calls or having a process in place for others to report anything suspicious.

HOW AN INDIVIDUAL CAN REPORT DOMESTIC ABUSE

An individual who is the subject of domestic abuse is encouraged to raise such concerns at the earliest opportunity using one of the following options:

- informing you (as the line manager)
- informing a third party (for example second line manager, colleague)
- contacting any available employee support services
- contacting the police

- contacting a domestic abuse support service via friends, family, supportive network (see page 12)

If an individual believes that a colleague may be experiencing or perpetrating domestic abuse, they should report their concerns to you as the individual’s line manager.

While a robust approach is taken in respect of perpetration of abuse, individuals who recognise the impact of their behaviour should be encouraged to seek help and support to address their behaviour.

HOW TO RESPOND TO A DOMESTIC ABUSE CONCERN

If an individual discloses to you, or if you or one of the individual's colleagues believe that they are experiencing domestic abuse, you should:

- meet with the individual to discuss this sensitively and confidentially. You will need to familiarise yourself with this support guide in order to ensure the correct support and advice is offered
- practice active listening - this is listening with all senses and show that you understand. Repeat points back and ask further questions
- create a safe space for the employee to vocalise their feelings
- make sure appropriate support is in

place, especially if the individual is absent from work, for example on maternity leave or sickness absence

- have different passwords for different tech and apps to avoid all IT security being breached in the event of your password being discovered
- consider what safeguarding actions you need to take, utilising the safety planning document and signposting to relevant specialised support services
- be aware of any potential for a perpetrator to access work IT equipment, including mobile phones, and seek to minimise any security breaches through this means

Under no circumstances should you conduct or suggest mediation between the victim and perpetrator.

ENSURING THE SAFETY OF THE INDIVIDUAL

The individual's safety must be considered as well as the safety of others - children, colleagues, members of the public. This should include the risks posed to the individual regarding their workplace/role and other factors to assess if adjustments are required.

Examples of changes that could help to ensure the individual's safety include:

- screening/diverting phone calls and email messages
- providing an alternative phone extension or email address if the individual is receiving harassing calls/emails
- agreeing with the individual what information to share with colleagues and how they should respond if the individual's partner or ex-partner or family member telephones or visits the workplace. This is particularly relevant to personal details or the individual's whereabouts to anyone, including family members.
- ensuring the individual does not work alone or in an isolated area

- supporting alternative arrangements for the individual to travel safely to and from home/work
- changing the locks/codes to enter the workplace
- providing a personal or workstation alarm
- providing an alternative entrance to, or exit from, the workplace
- screening access to the workplace
- enabling reception/security to identify the perpetrator (photo, car registration), and advising them on what to do if the perpetrator arrives at the workplace
- reviewing the security of all personnel records and personal information
- have a group of colleagues walk with the person to / from their car or transportation means

RECORD KEEPING

You should record and respond to any notifications or disclosures of domestic violence or abuse incidents including persistent phone calls, emails or visits to the individual by the perpetrator. Details of any

witnesses to these incidents should also be recorded.

All actions and decisions should be documented. Consideration should be given to whether the information should be 'protected' and so only available to named individuals directly involved.

FLEXIBLE WORKING REQUESTS

Offering temporary or permanent changes to the work base, working times and/or work patterns may help the individual to feel less at risk at work and on their journey to and from work.

You should discuss with the individual the support measures available, including a temporary change in hours or working arrangements.

Adjustments may include, for example, changes to the workplace to ensure the individual is not visible from reception points or ground floor windows.

ANNUAL LEAVE AND TIME OFF REQUESTS

Speak to your HR personnel to facilitate allowing leave in cases of domestic abuse and to look jointly with HR at enabling requests for reasonable time off.

You may receive requests for time off from the individual to:

- arrange appointments with support agencies during their normal working day
- attend hearings as a witness in either the civil or criminal court if they have been called under a subpoena or a witness summons
- attend court to seek an injunction or court order in cases of violence or harassment

RESPONSES WHERE BOTH THE VICTIM AND PERPETRATOR ARE EMPLOYEES

Where both parties to the suspected domestic abuse are employees of your company, additional examples of safety measures could include:

- Prevent/restrict/monitor communications between the parties
- Prevent/restrict/monitor IT access
- Consider permanent/temporary role or responsibility changes for both parties to manage the risk
- Consider relocating one or both parties to different areas within offices and between sites.
- Consider adapting shift hours/patterns
- Manage or off-set meal/break times
- Where possible, restrict access to certain parts of offices/buildings/sites
- Seek permission to inform each parties line manager/s so they are aware of the situation and can monitor.
- Seek permission to inform trade union representatives
- Meet confidentially with both parties separately, reiterate company policies and the duty to safeguard all persons, and warn regarding possible disciplinary action
- Where there are breaches of company policy, seek to take appropriate disciplinary action

WORKING WITH OTHER AGENCIES

Individuals should be advised of the national and local specialist services to support those affected by domestic abuse. Encouragement should be given to the individual to report the matter to the police.

Hampshire Constabulary officers can support individuals through an investigation as well as being able to offer bespoke safeguarding advice covering matters such as personal safety and home security.

SUPPORT SERVICES

A staff association or union can offer information and workplace support as well as signposting to useful support organisations.

24 HOUR NATIONAL DOMESTIC VIOLENCE HELPLINE

0808 2000 247 - offers support, help and information and can refer to refuge accommodation.

NATIONAL LGBT DOMESTIC ABUSE HELPLINE

www.galop.org.uk

0800 999 5428 - helpline dedicated to confronting and eliminating domestic violence and abuse within and against the Lesbian, Gay, Bisexual and Transgender communities.

HAMPSHIRE CONSTABULARY

In an emergency call **999**. For non-emergency calls please phone **101**

www.hampshire.police.uk/advice/protecting-yourself-and-others/domestic-abuse

Domestic Violence Disclosure Scheme (also known as Clare's Law) - This scheme provides a formal method of asking the police for information if you believe that you, or somebody you know, is at risk of abuse from a partner or a former partner. The aim is to give people an informed choice on whether to continue a relationship and provide support whatever their decision.

For more detail see: www.hampshire.police.uk/contact-us/request-information/domestic-violence-disclosure-scheme

HAMPSHIRE DOMESTIC ABUSE FORUM

www.hants.gov.uk/socialcareandhealth/domesticabuse - information about local services for those affected by domestic abuse across Hampshire, as well as resources for professionals.

MEN'S ADVICE LINE ENQUIRIES

www.mensadvice.org.uk - provides advice and support for male victims of domestic abuse. Call **0808 801 0327**.

SPECIALIST DOMESTIC ABUSE SERVICES

Domestic abuse services provide independent and impartial advice, guidance and support on a range of topics such as safety planning, injunctions, housing and benefits. The service is free and confidential and available to both men and women.

Hampshire Domestic Abuse Support delivers support for victims and survivors of domestic abuse; children living with domestic abuse; people who may be abusing or hurting someone and professionals seeking advice across Hampshire - call **0330 0165112**

For Southampton, the service is delivered through the PIPPA project - call **023 8091 7917** and Southampton Women's Aid - call **023 8033 8881**.

For Portsmouth, the service is delivered by Southern Domestic Abuse Service - call **02392 065494**.

Portsmouth IDVA Project (PIP) will be supporting high risk cases - call **02392 688472**.

Aurora New Dawn provide support, advocacy and empowerment to survivors of domestic abuse, sexual violence and stalking - call **02392 479254**.

For the Isle of Wight, the service is delivered by You First - call **0800 234 6266**

VICTIM CARE SERVICE

Hampshire Victim Care Service support victims of all crime types, including sexual violence and domestic abuse - call **0808 178 1641**

RESPECT

www.respect.org.uk - help and advice for perpetrators of domestic abuse. Call **0808 802 4040**.

STALKING HELPLINE

0808 802 0300 - a national helpline specialising in providing information and guidance to victims of harassment and stalking as well as their friends and family. Confidential helpline open from 9.30am until 4pm weekdays. Email advice@stalkinghelpline.org

SURVIVORS UK

www.survivorsuk.org - offers a range of support services to male rape and sexual abuse victims including counselling and therapy appointments as well as web and SMS chat.

DOMESTIC ABUSE PREVENTION PARTNERSHIP

DAPP is for individuals aged 18+ in Hampshire who want to change their abusive behaviour towards a partner. An individual assessment is made to determine the most appropriate support, which could be delivered on a 1:1 or group work basis. Call **023 8000 9898**, email info@hamptontrust.org.uk or visit www.hamptontrust.org.uk

WOMEN'S AID WEBSITE

www.womensaid.org.uk

BRIGHT SKY APP

<https://www.hestia.org/brightsky>

For people looking for info for themselves or on behalf of others

MANAGER'S CHECKLIST

ROLE AND RESPONSIBILITIES

As a manager you are responsible for:

- ensuring the safety of individuals within your team while at work including if they need to undertake visits during work hours
- being aware of the support available to individuals affected by domestic abuse both locally and nationally
- being aware of your organisation's policies and procedures around domestic abuse, including your legal obligations and duty of care to employees
- meeting with the individual in a safe and supportive environment, to discuss the support available to them and addressing any immediate safeguarding issues
- encouraging the individual to report to the police
- considering adjustments to workplace and role which are necessary to address safeguarding concerns identified and deciding whether to implement where reasonable
- maintaining appropriate standards of confidentiality
- keeping factual records of discussions, actions, information sharing and decision-making with the employee
- signposting the individual to further support agencies if required to help with safety planning
- considering temporary changes to the nature of an individual's duties if needed or recommended by specialist services

Individuals are encouraged to:

- advise you of any potential dangers, risks or domestic abuse that they are experiencing
- alert you if they believe that a colleague may be experiencing or perpetrating domestic abuse
- work with you to ensure their own safety while at work, which may include temporarily withdrawing from certain operational duties

The HR person who is supporting you (as the line manager) is responsible for:

- advising on application of this guide
- supporting with case management
- helping you develop strategies to respond to domestic abuse disclosures or concerns

The staff association or union representative is responsible for:

- advising/supporting their member/colleague
- signposting their member to further support agencies

SAFETY PLANNING

One of the most important steps a victim of domestic abuse can take is to make a safety plan, both for home and the workplace. Specialist domestic abuse services can give tailored advice, however, you can use the following tools to help an employee consider their options and plan for their safety.

Ask some of the following questions and record actions using the checklist “Employer Safety Plan”.

- In what way can I (and others) help you?
- What do you feel would help you keep safe?
- Do you have any concerns about your children’s safety?
- Are your finances being controlled?
- What have you tried in the past to protect yourself and your children?
- Did any of these strategies help?

For specific safety advice in the workplace, see the checklist.

HELPING YOUR EMPLOYEE TO DEVELOP A SAFETY PLAN

- If there are immediate concerns over an employee’s safety, consider if there is a need for emergency refuge accommodation and if so, contact the domestic abuse service for your area detailed on page 13, or the police
- Encourage the employee to access the specialist domestic abuse service to develop an individual safety plan
- Go through the safety planning leaflet on page 18, helping the employee to identify risks and how they can minimise these
- Consider any potential cyber safety issues for the employee, for example tracking devices on mobile phones, or car

SAFETY CHECKLIST

EMPLOYER'S SAFETY PLAN CHECKLIST

You can use the following tools to help an employee consider their options and plan for their safety.

Questions to ask	Action
In what way can I (and others) help you?	
What do you feel would help you keep safe?	
Do you have any concerns about your children's safety?	
What have you tried in the past to protect yourself and your children?	
Are your finances or economic resources being controlled? If so, try to keep bank statements and a record of when spending is prevented or money taken from you	
Did any of these strategies help?	

Safety considerations at work	Action
Advise employee to keep emergency numbers at hand where possible	
Ensure you have an emergency contact person and details in case you can't contact the employee	
Provide the employee with details of support available through the workplace, for example Employee Support Lines or HR team	

<p>Offer, if possible, changes to the employee's workplace location and work hours, especially if they do front line work or can be seen in the building. Be empathetic to requests for time off during work hours for employee to attend appointments</p>	
<p>Consider changing/increasing workplace security:</p> <ul style="list-style-type: none"> • Change keypad numbers 	
<ul style="list-style-type: none"> • Remind frontline staff not to give out personal information, including contact details and working hours 	
<ul style="list-style-type: none"> • Ensure the HR/Personnel information is secure 	
<ul style="list-style-type: none"> • Consider the potential for the employee's perpetrator to access work emails and folders if work laptops and mobile phones are taken outside the workplace 	
<ul style="list-style-type: none"> • Review parking arrangements - does someone need to escort the employee to their car? 	
<p>Discuss the possibility of getting a non-molestation order - this can include the workplace and childcare locations</p>	
<p>If the employee consents, advise colleagues (on a need to know basis) what they should do to help. This could include nominating a 'deputy' for if you are unavailable, so the employee always has someone they can speak to</p>	
<p>Do I have the employee's consent? consent to share information with external services if there are safeguarding concerns? If this consent cannot be gained, consider whether concerns for safety are such that you need to override the employees wishes not to share</p>	
<p>Are there any other measure that could help? Discuss with employee.</p>	

SAFETY PLAN

SAFETY CONSIDERATIONS AT WORK

1	Keep emergency numbers easily accessible
2	Know who your contact person is in your organisation if you need help or advice
3	Give your organisation the name and number of an emergency contact person for you
4	Tell someone if you are receiving any sort of threat or harassment at work
5	Think about how you travel to and from work - try to make sure that you are not travelling alone or in the dark
6	If there is anything you think your employer can do to help increase your safety, ask as soon as possible

GENERAL SAFETY ADVICE

1	Arrange where you might go if you have to leave urgently
2	Find places where you can quickly and safely use the phone
3	Always carry a list of numbers with you in case of an emergency

GENERAL SAFETY ADVICE

- Talk through the Safety Plan Handout
- Suggest, if appropriate, that the employee talks in more detail about safety outside the workplace with the police and / or domestic abuse support services

4	Try to save money so that you have bus or taxi fares in an emergency
5	Get an extra set of keys for the house/car
6	Keep the keys, money and anything else you may need in a safe place, should you have to leave quickly
7	Talk to your children. Let them know it's not their fault. Children do not have to see abuse to be affected by it. They hear it, sense it and can be sad and frightened by it.
8	Talk to friends, relatives, your doctor, nurse or others about how you feel

IF YOU DECIDE TO LEAVE HOME, CONSIDER TAKING:

- Birth certificates
- Medical records
- Money
- Benefit books
- Work permits
- Several day's clothing
- Marriage certificate
- Driving licence
- Credit cards
- Rent books
- Visa
- School records
- Car documents
- Chequebooks
- Passports
- Medications
- Children's favourite toys
- Personal possessions with sentimental value

TOP TEN TIPS

RECOGNISE THE PROBLEM

1	Look for signs and / or changes in behaviour and / or changes in the work performance for unexplained reasons despite a previously strong record
2	Look for changes in the way an employee dresses i.e. excessive clothing on hot days, changes in the amount of make-up worn. Could this be to hide bruising for example?

RESPOND

3	Take any disclosures of domestic abuse seriously - be non-judgemental and don't ask for proof before taking action
4	Reassure the employee that the organisation has an understanding of how domestic abuse may affect their work performance and the support that can be offered

PROVIDE SUPPORT

5	Divert phone calls and email messages and look to change a phone extension if an employee is receiving harassing calls
6	Agree with the employee what to tell colleagues and how they should respond if their ex/ partner telephones or visits the workplace
7	Ensure the employee does not work alone or in an isolated area and check that staff have arrangements for getting safely to and from home
8	Keep a record of any incidents of abuse on the workplace, including persistent telephone calls, emails or visits to the workplace
9	Put up domestic abuse helpline posters on the back of toilet doors

REFER TO THE APPROPRIATE HELP

10	Have a list of the support services offered in your area that is easily accessible and refer employees to appropriate organisations that deal with domestic abuse.
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This guide has been produced with the support of the following organisations:



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