

HR25

Domestic Abuse Support for Staff Workforce Policy

Policy applicable to:

NHS Guildford and Waverley CCG	✓
NHS North West Surrey CCG	✓
NHS Surrey Downs CCG	✓

Policy number	HR 25
Version	3.0
Approved by	Governing Bodies
Name of originator/ author	Amanda Boodhoo, Surrey Wide CCG Associate Director for Safeguarding
Owner (director)	Clare Stone, ICS Director of Quality
Date of last approval	September 2019
Next approval due	September 2021

Working together as the Surrey Heartlands Clinical Commissioning Groups

Guildford and Waverley CCG | North West Surrey CCG | Surrey Downs CCG

Version control sheet

Version	Date	Author	Status	Comments / changes since last version
1.0	22/07/16	Amanda Boodhoo	Final	
2.0	01/11/18	Amanda Boodhoo	Final	Amendments: <ul style="list-style-type: none"> • The Procedure • Employees as perpetrators of Domestic Abuse added • Appendix- National and Local Advice Line updated
2.1	31/05/19	Governance Team	Final	Formatting in new template
2.1	11/07/19	Remuneration Committees	Final	Remuneration Committees recommended to the Governing Bodies.
2.2	August	Safeguarding Team	Draft	Amendments made as per Remuneration Committees' feedback: <ul style="list-style-type: none"> • Role titles made consistent. • Language around 'domestic violence' and definition made clear. • Section 5: Roles and Responsibilities included. • Appendices completed.
3.0	27/09/19	Quality Committees	Final	Approved via Chairs' Actions in October 2019.

Equality statement

The Surrey Heartlands' CCG's aim to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others. We take into account the Human Rights Act 1998 and promote equal opportunities for all. This document has been assessed to ensure that no employee receives less favourable treatment on the protected characteristics of their age, disability, sex (gender), gender reassignment, sexual orientation, marriage and civil partnership, race, religion or belief, pregnancy and maternity.

Members of staff, volunteers or members of the public may request assistance with this policy if they have particular needs. If the member of staff has language difficulties and difficulty in understanding this policy, the use of an interpreter will be considered.

We embrace the four staff pledges in the NHS Constitution. This policy is consistent with these pledges.

See next page for an Equality Analysis of this policy.

Equality analysis

Equality analysis is a way of considering the effect on different groups protected from discrimination by the Equality Act, such as people of different ages. There are two reasons for this:

- to consider if there are any unintended consequences for some groups
- to consider if the policy will be fully effective for all target groups

Title of Policy: Domestic Abuse Support for Staff Workforce Policy	Policy Ref: HR25
Assessment conducted by (name, role): Amanda Boodhoo Associate Director Safeguarding	Start date for analysis: Finish date:
Give a brief summary of the policy. Explain its aim. <p>The aim is to support all employees who are or have experienced domestic abuse either directly or indirectly. It provides guidance for employees and management in addressing the occurrence of domestic abuse and its effects on the workplace.</p>	
Who is intended to <u>benefit from</u> this policy? Explain the aim of the policy as applied to this group. <p>All members of staff working across The Surrey Heartlands CCG's'</p>	
1. Evidence considered. <i>What data or other information have you used to evaluate if this policy is likely to have a positive or an adverse impact upon protected groups when implemented?</i> <p>This policy will have a positive impact on the workplace environment 'Domestic abuse not only impacts on the well-being, of women and men, but it affects the financial strength and success of the companies for which they work. Seventy-five per cent of those experiencing domestic abuse are targeted at work and it is often possible for perpetrators to use workplace resources such as phones, email and other means to threaten, harass or abuse their current or former partner, (CAADA2012).</p>	
2. Consultation. <i>Give details of all consultation and engagement activities used to inform the analysis of impact.</i> <p>N/A</p>	
3. Analysis of impact <p><i>In the boxes below, identify any issues in the policy where equality characteristics require consideration for either those abiding by the policy or those the policy is aimed to benefit, based upon your research.</i></p> <p><i>Are there any likely impacts for this group? Will this group be impacted differently by this policy? Are these impacts negative or positive? What actions will be taken to mitigate identified impacts?</i></p>	

a) People from different age groups (Age)	None
b) People with disabilities (Disability)	None
c) Men and women (Gender or Sex)	None
d) Religious people or those with strongly held philosophical beliefs (Religion or belief)	None
e) People from black and minority ethnic groups (Race)	None
f) People who have changed gender or who are transitioning to a different gender (Gender reassignment)	None
g) Lesbians, gay men, bisexual people (Sexual orientation)	None
h) Women who are pregnant or on maternity leave (Pregnancy and maternity)	None
i) People who are married or in a civil partnership (Marriage and Civil Partnership)	None
j) Carers	None
If any negative or positive impacts were identified are they valid, legal and/or justifiable? Please detail.	
N/A	
4. Monitoring- <i>How will you review/ monitor the impact and effectiveness of your actions?</i>	
This will be carried out by the Human Resources team on behalf of The Surrey Heartlands' CCGs via equality monitoring processes.	
5. Sign off	
Lead Officer:	
Date approved:	

Contents

- 1. Introduction and Policy Objective 7
- 2. Legislative Framework / Core Standards..... 8
- 3. Scope 8
- 4. Definitions..... 8
- 5. Roles and Responsibilities..... 9
- 6. Procedure 11
- 7. Bibliography..... 15
- 8. Appendix 1 - Survivors of Domestic Abuse Algorithm 16
- 9. Appendix 2 - Barriers to Disclosure for Adults 17
- 10. Appendix 3 - Potential Questions that can be used where an employee is
suspected of experiencing Domestic Abuse..... 18
- 11. Appendix 4 - National & Local helpline and resources 19
- 12. Appendix 5 – Procedural Document Checklist for Approval 21
- 13. Appendix 6 – Compliance and Audit Table..... 23

1. Introduction and Policy Objective

- 1.1 The Surrey Heartlands' CCGs (the CCGs) are committed to supporting employees who are experiencing domestic abuse and providing guidance for employees and management to address the occurrence of domestic abuse and its effects on the workplace.
- 1.2 Everyone has the right to a life free from abuse in any form. Domestic abuse is wholly unacceptable and inexcusable behaviour, and responsibility for domestic abuse lies with the perpetrator. The CCGs strive to create a working environment that promotes the view that violence against people is unacceptable and that such violence will not be condoned.
- 1.3 The CCGs will ensure that any employee who is a victim of domestic abuse is able to raise the issue in the knowledge that they will receive appropriate support; and any employee who is a perpetrator is provided with appropriate information on how they can be supported to change.

1.4 Providing Support for Employees

- 1.4.1 To work effectively with victims of domestic abuse, it is important to have an understanding of why people remain in abusive relationships or do not seek help. Children affected by domestic abuse often find disclosure difficult or go to great lengths to hide it due to fear. Appendix 2 provides information on barriers to disclosure for adults and children. Appendix 3 offers potential questions that can be used where an employee is suspected of experiencing domestic abuse.
- 1.4.2 The CCGs will make support available to employees involved in domestic abuse and will provide support through our line managers, Human Resources, Occupational Health and referral to external agencies if appropriate (See Appendices 1 & 4). Their role is:
- to be available and approachable to employees experiencing domestic abuse;
 - listen, reassure and support individuals;
 - keep information confidential (subject to the requirements of child and adult safeguarding respond in a sensitive and non-judgemental manner;
 - discuss the specific steps that can be taken to help this person stay safe in the workplace;
 - ensure the employee is aware of the options available to them; and
 - sign post employee to seek the advice of other relevant and specialist support agencies.
- 1.4.3 The CCGs recognise that perpetrators of domestic abuse may wish to seek help and support voluntarily. They will have access, when appropriate, to help and support in accordance with that laid out in this policy.

- 1.4.4 The CCGs also recognise that individuals can be exposed to domestic abuse without being abused themselves, e.g. the child of a parent who abuses the other parent and this can have traumatic effects.
- 1.4.5 Domestic abuse can be carried out by a partner or ex-partner (married, co-habiting or single sex relationship), by a family member, or by another person living in the same household. This includes issues such as honour based violence and forced marriage.
- 1.4.6 Family members are defined as mother, father, son, daughter, brother, sister and grandparents, whether directly or indirectly related, in-laws or stepfamily or adoptive family.

2. Legislative Framework / Core Standards

- Serious Crime Act 2015 section 76
- Domestic abuse, Crime and Victims Act 2004
- Domestic abuse Disclosure Scheme (DVDS)
- Domestic abuse Protection Notices (DVPNs) and Domestic abuse Protection Orders (DVPOs)
- Domestic homicide reviews (Home Office, 2013)
- Controlling or Coercive Behaviour in an Intimate or Family Relationship (2015)

3. Scope

- 3.1 This policy applies to all staff, employed and voluntary, within the CCGs. The policy will be accessible via the Surrey Heartlands' CCGs' websites.

4. Definitions

- 4.1 The UK's cross-government definition of domestic abuse is: "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 or sexuality. This abuse can encompass but is not limited to:
- 4.1.1 **Psychological** - Intimidation, threats to harm, threats to kidnap children, Blackmail, destruction of pets, property, mind games and stalking.
- 4.1.2 **Physical** - Inflicting or attempting to injure, grabbing, pinching, biting, kicking, stabbing, weapons, withholding medications, food, funds.
- 4.1.3 **Sexual** - Marital rape, acquaintance rape, forced sex after physical beating, fondling, forced prostitution.
- 4.1.4 **Financial** - Maintaining control of earned income, withholding money and running up debt in the victim's name.

4.1.5 **Emotional** - Undermining or attempting to undermine the victims' sense of worth, constant criticism, name calling, insults, put downs, silent treatment, repeatedly making and breaking promises, harming or making threats to harm pets.

4.2 Coercive Control

4.2.1 The Cross-Government definition of domestic violence and abuse¹ outlines controlling or coercive behaviour as follows:

- **Controlling behaviour** is: 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.
- **Coercive behaviour** is: 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. (Home Office 2013).

4.2.2 “Not only is coercive control the most common context in which women and men are abused, it is also the most dangerous”¹.

4.2.3 It does not relate to a single incident but is a purposeful pattern of behaviour which takes place over time in order to exert **power, control** and **coercion**. It also includes monitoring and/ or stalking behaviour.

5. Roles and Responsibilities

5.1 The Governing Bodies

The Governing Bodies of the CCGs are responsible for ensuring this policy is in place and adhered to.

5.2 Directors and Managers

5.2.1 The CCGs have a duty of care to its employees and should take all steps which are reasonably possible to ensure their health, safety and wellbeing. The requirements in relation to domestic abuse are wide-ranging and may manifest themselves in many different ways, such as:

- Ensuring a safe work environment;
- Protecting staff from bullying or harassment, either from colleagues or third parties;
- Protecting staff from discrimination; and
- Providing communication channels for employees to raise concerns.

5.2.2 It is important to create a safe environment for employees to disclose domestic abuse, i.e. a working environment where violence against people is not

¹ Evan Stark (2007); *Coercive Control. How Men Entrap Women in Personal Life*. New York: Oxford University Press.

tolerated or condoned and which is committed to challenging negative attitudes, as outlined within the CCGs' Dignity at Work Policy.

5.2.3 When an employee reports domestic abuse to their line manager, this must be treated sympathetically and in confidence. It is important to be clear that the line manager's role is not to advise employees on dealing with domestic abuse but to:

- Provide a sensitive and non-judgemental approach;
- Ensure that confidentiality is respected as far as possible;
- Recognise that the employee may need some time to decide what to do and may try many different options during this process;
- Discuss measures to prioritise safety in the workplace;
- Be aware of what support is available and explore these options with the employee; and
- Managers should keep a written note of discussions as they may be required as evidence.

5.3 The range of support that the line manager may provide will depend on the individual circumstances of the case and it is important that they take advice from Human Resources and the Safeguarding team. The support may include:

- Paid/unpaid leave to attend relevant appointments, (with support agencies, solicitors, to rearrange housing or childcare, or at Court) in accordance with the CCGs' Leave Policy;
- Temporary or permanent changes to working times and patterns;
- Changes to specific duties;
- Measures to ensure a safe working environment, for example changing a telephone number to avoid harassing phone calls;
- Using other existing policies, including flexible working; and/ or
- Access to counselling/support services in paid time through our Occupational Health Provider.

5.3.1 The line manager will respect the employee's right to make their own decision on the course of action and should avoid being judgemental. It must be recognised that the employee may need some time to decide what to do and may try many different options during this process.

5.3.2 The CCG's will make every effort to assist an employee experiencing domestic abuse. This may include time off from work, as agreed through discussion with the employee and manager, Human Resources and where appropriate, the Staff Partnership Forum. Each case will be considered on its merits and managers and employees should agree on a combination of annual leave/ flexi-time and paid/unpaid absence; where agreement cannot be reached, managers have the right to treat this as sickness absence

5.4 Policy Owners

5.4.1 Policy owners are responsible for adhering to the policy and for annual review or the policy or more frequently in light of local or national changes.

5.5 All Staff

5.5.1 All staff are responsible for adhering to the policy. The CCGs will support employees involved in domestic abuse and will provide support through our line managers, Human Resources, Occupational Health and referral to external agencies if appropriate (see Appendices 1 & 4).

6. Procedure

6.1 Domestic Abuse and the Workplace

6.1.1 It is important to promote the understanding that everyone has the right to a life free from abuse in any form. Domestic abuse is wholly unacceptable and inexcusable behaviour and responsibility for domestic abuse lies with the perpetrator.

6.1.2 The CCGs strive to create a working environment that promotes the view that violence against people is unacceptable and that such violence will not be condoned.

6.1.3 Employees who are alleged perpetrators must also be aware that conduct outside of work could lead to disciplinary action being taken because of its impact on the employment relationship, in accordance with the CCGs' Disciplinary Conduct and Capability Policy.

6.2 Possible Signs of Domestic Abuse

6.2.1 Survivors of domestic abuse are often reluctant to discuss their situation with their employer or work colleagues. However, there are some signs which might indicate that they are experiencing such problems.

6.2.2 It is important to remember that not all survivors behave in the same way, and the following will not be applicable in all cases.

6.2.3 Similarly, it is important to note that staff who demonstrate some of the characteristics noted will not always be victims of domestic abuse.

6.2.4 Special attention may be warranted when for example behaviour changes significantly or if uncharacteristic behaviour is demonstrated for a sustained period.

6.2.5 Workplace performance:

- Absenteeism without proper explanation;
- Frequent arriving at work late or needing to leave early;
- Uncharacteristic displays of anxiety, depression, distraction or problems with concentration;
- Change in the quality of work with no apparent explanation;

- Receiving upsetting telephone calls, text messages, emails etc or being the victim of vandalism or threats;
- Obsession with time;
- Significant changes in an employee's dress sense; and/ or
- Increase in hours worked for no apparent reason.

6.2.6 **Physical:**

- Repeated burns, bruises or other injuries (often with attempts to hide these);
- Injuries in areas of the body inconsistent with falls, walking into doors or other explanations given;
- Injuries to the chest, breast and abdomen (women are more likely to be injured in these areas and are common injuries in pregnancy);
- Injuries to the face, head or neck;
- Evidence of sexual abuse, or frequent gynaecological problems in women;
- Frequent unexplained visits to the Doctor or explained with vague symptoms;
- Frequent use of pain medication; and/ or
- Significant weight loss or gain.

6.2.7 **Emotional:**

- Panic attacks, anxiety and / or depression;
- Exhibiting severe stress reactions;
- Emotional exhaustion, lack of emotional control;
- Impaired thinking;
- Decreased concentration / attention span;
- Eruptions of aggressiveness, anger out of control;
- Alcohol or drug misuse;
- Frequent use of minor tranquilisers; and/ or
- Preoccupied with or distracted by the welfare of their children.

6.2.8 **Behavioural:**

- Displays of fright;
- Elevated startled response;
- Withdrawal or personal isolation; and/ or
- Low self-esteem.

6.2.9 **Other:**

- Secretive about home life;
- Partner may attempt to limit their work or social contacts;
- Partner may ridicule them in public; and/ or
- Partner exerts unusual amount of control over their life.

6.2.10 Whilst the above characteristics can be common in those that experience domestic abuse, it is also possible that survivors may demonstrate minimal or occasionally no disruption to their usual behaviour. Where a member of staff suspects that domestic abuse may be affecting a colleague, the provision in this policy should be followed.

6.3 Confidentiality

6.3.1 The CCGs respect an employee's right to confidentiality and recognises that employees that have been or are a victim of domestic abuse normally have the right to complete confidentiality.

6.3.2 However, in circumstances of safeguarding children or adults from abuse, the child and adult safeguarding services may need to be involved. Complete confidentiality cannot be guaranteed in these situations.

6.4 Right to Privacy

6.4.1 The CCGs respect an employee's right to privacy in the event a survivor does not wish to inform their organisation or department that they have been or are experiencing domestic abuse.

6.5 Anti-Discrimination

6.5.1 The CCGs will not discriminate against anyone who has been or are experiencing domestic abuse, in terms of his or her existing employment or career development.

6.5.2 The CCGs are aware that domestic abuse survivors may have performance problems such as chronic absenteeism or lower productivity as a result of domestic abuse. When addressing performance and safety issues, the CCG's will make reasonable efforts to consider all aspects of the employee's situation and/ or safety problems.

6.6 Absence Options for Employees Experiencing Domestic abuse

6.6.1 The CCGs will make every effort to assist an employee experiencing domestic abuse. If an employee needs to be absent from work due to domestic abuse, the length of the absence will be determined by the individual's situation through collaboration with the employee, line manager, Human Resources, and Occupational Health where appropriate. The employee can choose to be accompanied at all discussions by either a work colleague or a member of a recognised trade union if required.

6.6.2 Employees, managers, and supervisors are encouraged to first explore paid leave options that can be arranged to help the employee cope with the situation without having to take a formal unpaid leave of absence. Depending on circumstances, these options may include:

- Arranging flexible work hours so the employee can seek protection, go to court, look for new housing, enter counselling, arrange child care, etc.
- Considering use of sick time, job sharing, compensatory time, paid leave, informal unpaid leave, etc., particularly if requests are for relatively short periods.

6.7 Safety at Work

6.7.1 The CCGs have a duty to ensure the safety of its employees and will actively provide support to employees to minimise the risk to their safety while at work, if they make it known to the trust that they are experiencing domestic abuse. This support may include:

- work schedule adjustments;
- workplace relocation (if available);
- safe access to / from car parks or public transport;
- referral to Occupational Health Employee Assistance Programme; and/ or
- considerations of alternative methods of salary payment if the abusing partner has access to bank accounts.

6.7.2 Managers should consider the following guidance when dealing with staff members who have experienced domestic abuse. Where necessary managers should contact local specialist domestic abuse outreach services for advice and guidance.

- Ensure that discussions take place in privacy, and as far as possible are confidential.
- Take the employee's concerns very seriously, taking time to listen to them, understanding what they tell you, and ensuring a non-judgemental approach.
- Understanding that an employee may wish to involve a 3rd party, such as a colleague, trade union representative/ Staff representative, or friend, rather than or in addition to speaking to their line manager.
- Be aware that there may be additional issues facing the employee because of their age, gender, sexuality, ethnic background, religion, race or disability.

6.8 Employees as perpetrators of Domestic Abuse

6.8.1 Conduct outside work (whether or not it leads to a criminal conviction) may have employment implications. Employees involved in perpetrating domestic abuse, regardless of whether the incident or incidents' take place in or outside

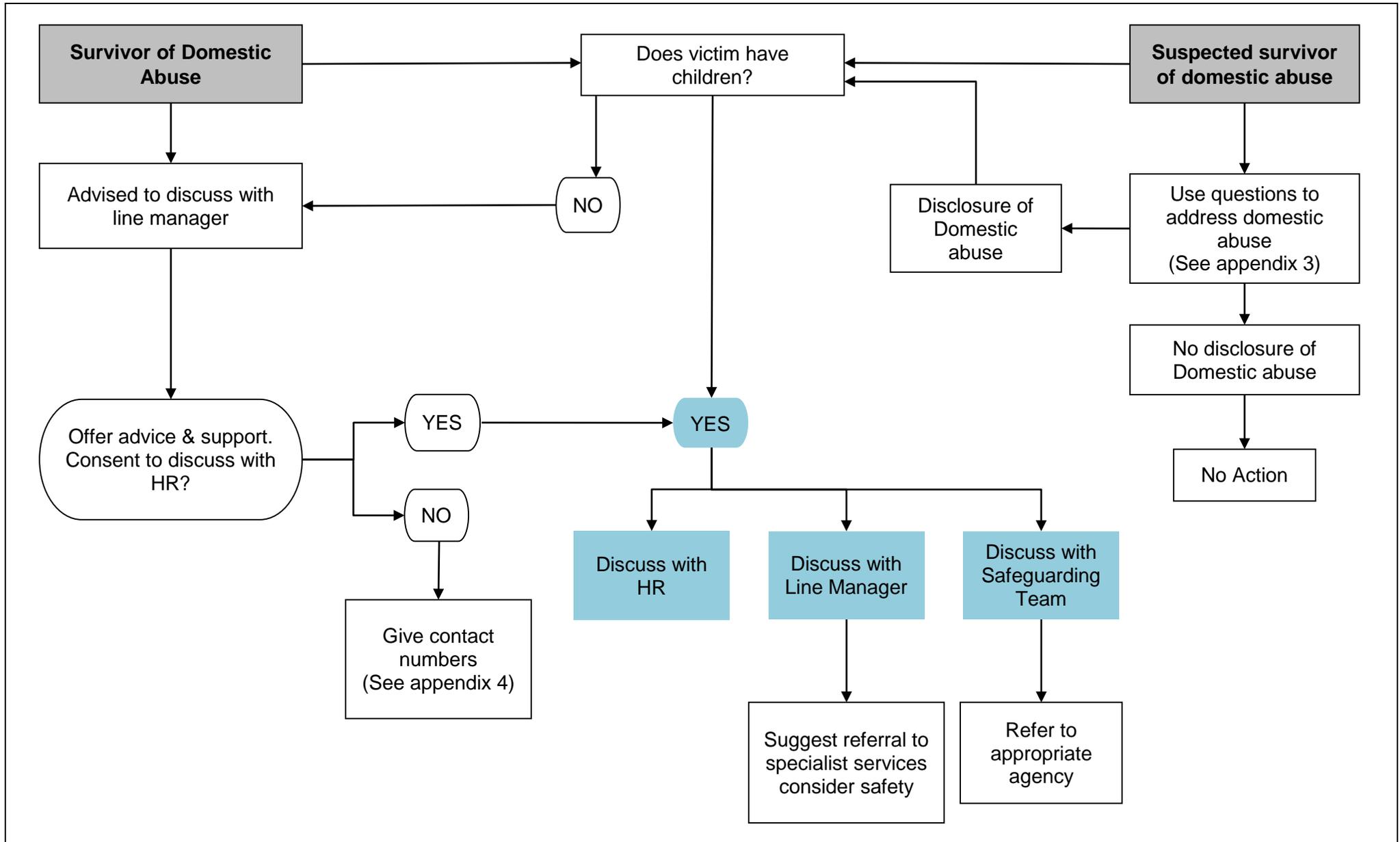
of work, will be viewed seriously; as will circumstances where an employee has used workplace resources such as work time, telephones, or e-mail to harass their current or former partner. In such circumstances:

- The CCGs will investigate the facts and consider the use of the disciplinary procedure. Depending on the circumstances, a disciplinary hearing may result in disciplinary sanctions up to and including dismissal.
- When becoming aware of violent or abusive behaviour on the part of an employee a decision may have to be made on one or a combination of the following actions depending on the nature (seriousness and complexity) of the case:
 - Encouraging them to seek help from a specialist agency if they are starting to exhibit obsessive or unhealthy controlling behaviours in their relationships.
 - Insisting they seek help from a specialist agency if the, obsessive or controlling behaviour continues.
 - Disciplinary action by the employer in cases of misuse of resources, impact on the reputation of the Organisation, misuse of authority or harassment.
 - A police investigation of a possible criminal offence especially when violence or the threat of violence has occurred.

7. Bibliography

- Home Office (2015) 'Serious Crime Act 2015' section 76
- Home Office (2004) 'Domestic abuse, Crime and Victims Act'
- Surrey Safeguarding Adults Board (2016) 'Multi Agency Procedures Information and Guidance'
- Home Office (2015) Controlling or Coercive Behaviour in an Intimate or Family Relationship: Statutory Guidance Framework

8. Appendix 1 - Survivors of Domestic Abuse Algorithm



9. Appendix 2 - Barriers to Disclosure for Adults

9.1 There are many reasons why a victim will be unwilling or unable to disclose that they are experiencing domestic abuse; often, this is because of fear. A victim may:

- Minimise their experiences and/or not define them as domestic abuse.
- Be unable to express their concerns clearly (language barriers can be a significant barrier to disclosure).
- Fear that their children will be taken into care.
- Fear that the abusive partner will find them again through lack of confidentiality.
- Fear of exposing the family to dishonour, shame or embarrassment.
- Fear of death.
- Believe their abusive partner's promise that it will not happen again (many victims do not want to leave the relationship; they just want the abuse to stop).
- Feel shame and embarrassment and may believe it is their fault.
- Feel they will not be believed.
- Fear that there will be no follow up support, either because services are just not available or because they may meet with institutional discrimination.
- Fear that the abuser will have them detained.
- Fear that they will be isolated by their community.
- Fear that they could be deported.
- Fear that their status as a victim will be exposed and they will be punished with an escalation of violence.
- Be scared of the future (where will they go, what will they do for money, whether they will have to hide forever, what will happen to the children).
- Be isolated from friends and family or be prevented from leaving the home or reaching out for help.
- Poor experience when they tried to disclose in the past.
- Some victims are simply not ready. It is therefore important to keep asking the question.

10. Appendix 3 - Potential Questions that can be used where an employee is suspected of experiencing Domestic Abuse.

(CIPD 'A Guide for Employers March 2013')

- 10.1 If a manager suspects that an employee is experiencing Domestic Abuse, they should facilitate a conversation to be able to discuss this and identify and implement appropriate support.
- 10.2 Shying away from the subject can perpetuate fear of stigma and increased feeling of anxiety. Often employees will not feel confident in speaking up, so a manager making the first move to begin a conversation can be key.
- 10.3 Managers should ask the employee supportive questions, to establish a relationship with the employee and develop empathy. Below are some examples of questions that could be asked:
- How are you doing at the moment? Are there any issues you would like to discuss with me?
 - I have noticed recently that you are not yourself. Is anything the matter?
 - Are there any problems or reasons that may be contributing to your frequent sickness absence / or under performance at work?
 - Is everything alright at home?
 - What support do you think might help? What would you like to happen? How?
- 10.4 Avoid victim blaming. It is important that managers are able to provide a non-judgemental and supportive environment. Respecting the employee's boundaries and privacy is essential.
- 10.5 Even if managers disagree with the decisions being made regarding an employee's relationship, it is important to understand that a victim of domestic abuse may make a number of attempts to leave their partner before they are finally able to do.
- 10.6 The role of the manager is not to deal with the abuse itself, but make it clear through the CCGs' Domestic Abuse/ Support for Staff Policy' that employees will be supported and to outline help that is available.

11. Appendix 4 - National & Local helpline and resources

There are numerous local and national resources available to those with concerns about Domestic Abuse. The details of the organizations below are correct at the time of policy ratification.

Surrey Against Domestic Abuse Partnership

Offering information, support and advice for anyone interested in or subject to domestic abuse:

- www.surreyagainstda.info
- Surrey helpline 9am to 9pm, 7 days a week: 01483 776822

Local Specialist Outreach Services:

Outreach services offer an independent, confidential, listening service to anyone affected by domestic abuse. They are free and impartial services, which can assist by giving practical help and emotional support as well as providing information on a wide range of issues including housing, benefits, safety planning and the needs of children affected by domestic abuse.

- **East Surrey Domestic Abuse Services:** 01737 771350
Serving Reigate and Banstead, Mole Valley and Tandridge including Salfords, Dorking, Leatherhead and Oxted
- **Your Sanctuary:** 01483 776822
Serving Woking, Runnymede and Surrey Heath including Chertsey, Addlestone, Egham and Byfleet
- **North Surrey Outreach:** 01932 260690
Serving Epsom and Ewell, Elmbridge and Spelthorne including Cobham, Oxshott, Staines and Ashford
- **South West Surrey Outreach:** 01483 577392
Serving Guildford and Waverley including Godalming, Farnham and Merrow

National Domestic abuse helpline

A national service for women experiencing Domestic Abuse. Their family, friends, colleagues and others can call on their behalf.

- Phone 0808 2000 247 (free-phone 24 hours)
- Translation facilities are available for callers whose first language is not English and there is also a service for callers who are deaf or hard of hearing
- www.nationaldomesticviolencehelpline.org.uk

Refuge

A network of safe houses provided emergency accommodation for women and children when they are most in need.

- Phone 0808 2000 247 (freephone 24 hours) who will provide local advice for contact
- www.refuge.org.uk

Rights of Women (ROW)

Rights of Women is an organisation committed to informing, educating and empowering women on the law and their legal rights.

- Family law advice line 0207 251 6577 (Tues- Thurs 7pm- 9pm; Fri 12- 2pm)
- www.rightsofwomen.org.uk

Men's Advice Line

Managed by Respect, the men's advice line provides and support for men experiencing domestic abuse.

- www.mensadviceline.org.uk
- info@mensadvicelibe.org.uk
- Phone 0808 801 0327

Respect

Respect is the UK association for domestic abuse perpetrator programmes and associated support services. Domestic abuse 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 Phoneline will specialise in providing services to male perpetrators, but will also be available for female perpetrators and those in same sex relationships.

- Tel: 0845 122 8609
- www.respect.uk.net

DV men

Provide advice and guidance to men who are victims of Domestic abuse including details of men's refuge accommodation

- www.DVmen.co.uk
- admin@DVmen.co.uk

GALOP

The LGBT+ anti-violence charity

- Phone 0800 999 5428
- E mail help@galop.org.uk
- <http://www.galop.org.uk/>

Stonewall

A charity providing advice and guidance on all issues to lesbian, gay and bi – sexuals.

- Phone 08000 502020 (Monday – Friday 9.30am – 5.30pm)
- www.stonewall.org.uk

Samaritans

Provide confidential, non-judgemental, emotional support for people experiencing feelings of distress or despair.

- Phone: 08457 909090 (24 hours)
- Email jo@samaritans.org

12. Appendix 5 – Procedural Document Checklist for Approval

Title of document being reviewed:		Yes/No/Unsure	Comments/Details
A	Is there a sponsoring director?	Yes	
1.	Title		
	Is the title clear and unambiguous?	Yes	
	Is it clear whether the document is a guideline, policy, protocol or standard?	Yes	
2.	Rationale		
	Are reasons for development of the document stated?	Yes	
3.	Development Process		
	Do you feel a reasonable attempt has been made to ensure relevant expertise has been used?	Yes	
	Is there evidence of consultation with stakeholders and users?	Yes	The policy is discussed annually with stakeholders via the Surrey Domestic Abuse Management Board and Delivery Group.
4.	Content		
	Is the objective of the document clear?	Yes	
	Is the target group clear and unambiguous?	Yes	
	Are the intended outcomes described?	Yes	
5.	Evidence Base		
	Is the type of evidence to support the document identified explicitly?	Yes	
	Are key references cited?	Yes	
6.	Approval		
	Does the document identify which committee/group will approve it?	Yes	
7.	Dissemination and Implementation		
	Is there an outline/plan to identify how the document will be disseminated and implemented amongst the target group? Please provide details.	Yes	

Title of document being reviewed:		Yes/No/ Unsure	Comments/ Details
8.	Process for Monitoring Compliance		
	Have specific, measurable, achievable, realistic and time-specific standards been detailed to <u>monitor compliance</u> with the document? Complete Compliance & Audit Table.	Yes	
9.	Review Date		
	Is the review date identified?	Yes	
10.	Overall Responsibility for the Document		
	Is it clear who will be responsible for implementing and reviewing the documentation i.e. who is the document owner?	Yes	
Director Approval			
On approval, please sign and date it and forward to the chair of the committee/group where it will receive final approval.			
Name		Date	
Signature			
Committee Approval			
On approval, Chair to sign and date.			
Name		Date	
Signature			

13. Appendix 6 – Compliance and Audit Table

Criteria	Measurable	Frequency	Reporting to	Action Plan/ Monitoring
Employees who disclose they are survivors of DA are supported in accordance with the policy and algorithm in Appendix 1	100%	Annual	HR Team	HR Report