

Domestic Abuse Guidance



Spotting the
Signs



Support



What can I do as a
Manager?



When both parties
work for the
organisation



Glossary

Spotting the Signs



As an organisation, we believe that it is everybody's responsibility to look out for the signs and both the policy and guidance are written so that everyone can follow the procedure. As much as we want to offer support to the victims of domestic abuse, we cannot force someone to talk or disclose any information and it is important we allow them to talk in their own time.

Everybody is different and not everyone will display these signs, so it's important for managers to maintain regular MyTime check in's, but here are a few examples of some of the things to look for:

Work

- Change in the persons working patterns e.g. frequent absence, arriving late and leaving early
- Reduced quality and quantity of work
- Change in the use of phone/emails e.g. large number of personal calls/texts, avoiding or having a strong reaction to calls/texts/emails
- Avoiding going home from work
- Frequent visits to work or phone calls by the employees' potential abuser

Behaviour/Demeanour

- Conduct out of character with previous behaviour e.g. becoming very quiet, anxious, frightened, tearful, aggressive, distracted or depressed.
- Being isolated from colleagues and friends
- Always keen to leave work on time
- Secretive regarding home life
- Worried about leaving children at home
- Overreacting to normal situations such as going out for a meal or planning a holiday

Physical

- Visible bruising or single or repeated injury with unlikely explanations
- Change in the pattern or amount of makeup used
- Change in the manner of dress e.g. clothes that do not suit the climate
- Substance use/misuse
- Fatigue/sleep disorders

Financial

- Leaving their purse/wallet at home
- Being short of money or unable to buy inexpensive items
- Always using cash not card
- Seeking their abuser's permission before making any purchase
- Hiding what they have bought so their abuser doesn't see it

Other

- Potential abuser stalking employee in or around the workplace or on social media
- Potential abuser exerting unusual amount of control or demands over work schedule
- Isolation from family and friends



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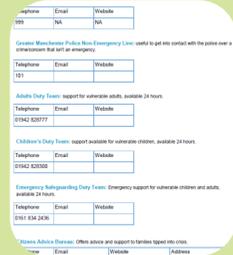
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There are numerous support organisations, locally and nationally, that can be contacted for assistance and support regarding domestic abuse and a variety of other issues that may be contributing to the situation. We also offer a range of support services internally that may be of benefit.

Please visit [Domestic Abuse Policy intranet page](#) to access the [‘Useful Contacts’](#) document.



The Domestic Abuse Support Toolkit, provided by Wigan Council’s Domestic Abuse Team, contains useful information and contact details for internal resources and external help and support services.

Please visit [Domestic Abuse Policy intranet page](#) to access the [Domestic Abuse Toolkit](#).



Hollie Guard (app) - this app turns your phone into a person safety device. You can let your selected contacts view where you are, and where you are meant to be going, and you can set timers for meeting people. Shake or tap the screen to generate an alert (different alert types are available).



Bright Sky (app) - this app is disguised as a weather app in order to protect you from your abuser finding it. It offers an ‘Am I at Risk’ questionnaire, a personal diary in which you can log voice recordings, pictures and text and, using your location, provides the nearest support to you. In addition, it has an emergency call button.



What can I do as a manager?



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Managers should take a supportive, sensitive and non-judgemental approach to dealing with the issues of domestic abuse. They should take time to listen to the employee and try to gain an understanding of the situation by sensitive discussion.

During the discussion the manager will assure the employee that the information will be treated as confidential as far as possible. Exceptions may need to be made in the event of an immediate safeguarding concern.

We recognise that as an impact of domestic abuse, employees may also need support for a variety of different reasons. Managers should consider:

Workplace Security - it may be necessary to review access arrangements, car parking arrangements and any out of hours rota's that may be in place. Contact Facilities Management for further advice if changes are needed to parking arrangements.

Workplace Location or Duties - managers may need to carry out a risk assessment and, if appropriate, consideration will be given to reviewing the location of where the employee usually undertakes their duties. It may be necessary to move an employee from the reception area, out of view of a ground floor window or into an office with colleagues if they work alone.

Work Related Visits - it may be necessary for an employee to be accompanied on work related visits by another employee or, where this is not possible, the manager may consider when the employee should report in. This will enable the manager to check their whereabouts on a frequent basis. If the team operates a booking in and out system, the employee must update it regularly.

Attendance - to ensure the safety of employees, managers will need to agree a consistent absence reporting arrangement with the employee so they know at what point they may need to consider contact during non-attendance at work. This will help them to be aware of any problems at an early stage and to offer appropriate support. The manager will be sympathetic, as far as possible, to an employee's request for annual, flexi or special leave at short notice.

Information Security - employees must not disclose colleague's personal information unless authorised to do so. This includes personal details such as home address and telephone numbers. It also includes work details such as location, hours or shift pattern. It may be helpful to brief colleagues of the protocol in such circumstances.





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What can I do as a manager? Cont.

Time Out - managers will discuss and explore the possibility of paid options to try to avoid any financial loss. We offer a range of options to support attendance at appointments and with the employee remaining in work, including:

- Flexible working
- Special leave/ Leave of Absence
- Flexi time
- Annual leave
- Unpaid leave
- Time off to attend court or other related appointments - reasonable paid time off will be approved for employees to attend court appointments, related to domestic abuse, during the working day. This may include attendance as a witness in relation to the case or to seek an injunction against the perpetrator. Paid time off may be requested using the **application for special leave**.

Where necessary, managers should seek additional advice from HR and OD Services.

Please note - All managers should work in line with internal safeguarding procedures (this could include consideration for both LADO and PiPoT).

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In these cases, the matter will be dealt with appropriately and HR should be contacted for advice. This could include ensuring the two employees do not come into contact with each other in the workplace.

If HR action is taken, but does not include suspension of the alleged perpetrator, managers will ensure that he or she cannot use their position, to find out details if the whereabouts of the abused employee. Managers will need to consider access to electronic diaries.

When both employees wish to seek a joint solution, the manager and HR will give appropriate support.

Perpetrators in the organisation

If it is found that an alleged perpetrator of domestic abuse works for the organisation, this allegation may need to be investigated by the their line manager with the assistance of HR. This may result in appropriate employment action taking place.

What can the Victim Hub do?

The victim hub is to be used by managers to access support and advice when dealing with a domestic abuse disclosure.

The Victim Hub can be contacted via the PSR Hub on - 0161 856 7041





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- **DASH** - Domestic Abuse, Stalking and Harassment Risk Assessment
- **LADO** - Local Authority Designated Officer
- **MARAC** - Multi -Agency Risk Assessment Conference
- **PIPoT** - People in Positions of Trust
- **PSR Hub** - Public Service Reform Hub

