

## **1. Introduction and Who Guideline applies to**

- 1.1 This document sets out the University Hospitals of Leicester (UHL) NHS Trust's Guidance in Supporting Staff Subject to Domestic Violence.
- 1.2 UHL NHS Trust is committed to heightening awareness of domestic violence and providing guidance for employees and managers.
- 1.3 Anyone who is experiencing or has experienced domestic violence can raise the issue in the knowledge that UHL NHS Trust will treat the matter sympathetically and confidentially.
- 1.4 It is important to promote the understanding that everyone has the right to a life free from abuse in any form. Domestic Violence is wholly unacceptable and inexcusable behaviour, and responsibility for Domestic Violence lies with the perpetrator.
- 1.5 UHL NHS Trust strives to create a working environment that promotes the view that violence against people is unacceptable and that such violence will not be condoned or made the subject of jokes or any inappropriate visual imagery.
- 1.6 UHL NHS Trust to make assistance available to employees involved in Domestic Violence. This assistance may include: confidential means for coming forward for help; resource and referral information; special considerations at the workplace for employee safety; work schedule adjustments or leave necessary to obtain medical, counselling or legal assistance; and workplace relocation (if available). In responding to employees who are suffering from Domestic Violence, UHL NHS Trust will maintain appropriate confidentiality and respect for the rights of the employee involved.
- 1.7 It is important to have a communication strategy in place within CMG's to reduce the stigma of domestic abuse and get the message across, that confidential support and practical assistance is available at UHL NHS Trust.
- 1.8 Full training for support service staff and managers can be offered by NHS employers from Women's Aid, Nexus, men's Advisory project, Rainbow Project and Staffcare. ([HSWPG@nhsemployers.org](mailto:HSWPG@nhsemployers.org))
- 1.9 This guideline applies to all Trust employees, Bank Staff, other people employed on Trust premises and any other people with whom Trust employees have a working relationship.

## **2. Guideline Standards and Procedures**

### **2.1 CMG Managers' and Supervisors' Roles and Responsibilities**

- 2.1.1 Employees in management and supervisory roles have a responsibility to implement and communicate this guidance effectively.
- 2.1.2 Managers should provide initial support comprising:
  - discuss options for support and referral to other agencies, bearing in mind circumstances where children are also involved. (There is a list of sources of support and help which can be found in **Appendices 2-3** of this guidance),

- discuss ways to help the person stay safe in the workplace,
- agree with the employee what to tell colleagues and how they should respond if their ex/partner telephones or visits the physical workplace,
- should check-in frequently with staff members so they are able to raise any concerns so support can be offered. More importantly for remote workers who are likely to feel more isolated and vulnerable, understand that they are not counsellors. Counselling should be undertaken by trained professionals and no one should attempt to act in place of a domestic violence expert or counsellor. Managers should refer the employee to the appropriate domestic violence resources.
- foster a safe and supportive workplace culture where employees are able to talk openly about difficult issues without fear of stigma or harassment.
- consider making reasonable adjustments for those whose health and performance are adversely affected by domestic abuse.

## **2.2 Staff Responsibilities**

2.2.1 All staff must comply with this guidance in the event they are required to support a member of staff/colleague subject to Domestic Violence.

## **2.3 Human Resources Generalist Team**

2.3.1 The Human Resources Generalist Team will be available to all levels of management and staff to give advice on the interpretation, and support Managers on the application of this guidance.

2.3.2 Human Resources will signpost employees and managers for support to Occupational Health and AMICA Counselling Services and external agencies for support as outlined in Appendix 1 and 2.

## **2.4 Confidentiality and Right to Privacy**

2.4.1 UHL NHS Trust respects an employee's right to confidentiality. The Trust recognises that employees experiencing Domestic Violence normally have the right to complete confidentiality. However, in circumstances of child protection or the protection of vulnerable adults from abuse, the Safeguarding Adults and Children Services may need to be involved. Complete confidentiality cannot be guaranteed in these situations.

2.4.2 The Trust respects an employee's right to privacy in the event they do not wish to inform the Trust that they have experienced Domestic Violence. However in circumstances referred to in section 2.6.1 and where the Trust must determine the safety of the employee and any impact in the discharge of their duties, this must be explored further with the employee.

## **2.5 Anti-Discrimination**

2.5.1 UHL NHS Trust will not discriminate against anyone who has been subjected to Domestic Violence, in terms of his or her existing employment or career development.

2.5.2 UHL NHS Trust is aware that Domestic Violence victims may have performance problems such as absenteeism or lower productivity as a result of Domestic Violence. When addressing performance and safety issues UHL NHS Trust will make reasonable efforts to consider all aspects of the employee's situation and / or safety concerns. In these circumstances staff and managers should consider completing the Stress Risk Assessment form found in the Stress Management Policy (Reference B20/2005).

## 2.6 Safety at Work

2.6.1 UHL NHS Trust undertakes to ensure the safety of its employees. The Trust will actively provide support to employees to minimise the risk to their safety whilst at work, should they make it known to the Trust that they are experiencing Domestic Violence

## 2.7 Absence Options For Employees Experiencing Domestic Violence

2.7.1 UHL NHS Trust will make every effort to assist an employee experiencing Domestic Violence. If an employee needs to be absent from work due to Domestic Violence (reference 3.7.2), the length of the absence will be determined by the individual's situation through collaboration with the employee and their line manager, with support and advice from the Human Resources Department and the Occupational Health Department. Managers and staff should consider the completion of the Stress Risk Assessment form (Reference B20/2005).

2.7.2 Employees and managers are encouraged to first explore paid annual leave options that can be arranged to assist the employee to cope with the situation without having to take a formal unpaid leave of absence. Depending on circumstances, as an alternative to sickness absence, other options can be explored, for example the use of job share, unpaid leave, flexible working hours particularly if requests are for a relatively short period. This can assist the employee to having to go to court, look for new housing, enter counselling, arrange child care, etc.

## 2.8 Providing Support To Employees

2.8.1 Support to employees involved in Domestic Violence will be provided through managers, Human Resources, Occupational Health and AMICA Counselling Services. The following are good principles to consider as supportive measures:

- Understand that the member of staff may not wish to approach their line manager and may prefer to involve a third party such as a colleague or trade union representative. If an employee does not wish to speak to their line manager, they should be advised of the difficulties which may arise if the manager is not aware of the relevant facts and circumstances (for instance if there is a potential health and safety issue or if other action is being taken on performance or absence monitoring)
- be available and approachable to employees experiencing Domestic Violence
- listen, reassure and support individuals
- keep information confidential (subject to the requirements of child and adult protection)
- 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 (refer to Section 2.7 of this guidance)
- encourage the employee to seek the advice of other relevant agencies by calling 0808 2000 247, the 24-hour Freephone National Domestic Violence Helpline, run in partnership between *Women's Aid* and *Refuge*. A list of

sources of support and help can be found in **Appendices 2 - 4** of this guidance and information on local services is available within the safeguarding adult web pages.

## **2.9 Support For Perpetrators of Domestic Violence**

2.9.1 UHL NHS Trust recognises that perpetrators of Domestic Violence may wish to seek help and support voluntarily. They will have access, when appropriate, to help and support in accordance with that outlined in this guidance.

2.9.2 The perpetrator must inform their line manager of any referral to the police and keep their manager updated of the outcome of any police investigation. Any failure to comply with this guidance may be considered a disciplinary offence.

## **3. Education and Training**

There are no education and training requirements for the implementation of this guidance. This guidance is available on the UHL NHS Trust InSite.

## **4. Monitoring and Audit Criteria**

<b>Key Performance Indicator</b>	<b>Method of Assessment</b>	<b>Frequency</b>	<b>Lead</b>
Uptake of Policy	Feedback from Generalist HR team for all CMG and Corporate Directorates of number of instances of Domestic Violence cases.	Six monthly	Senior HR Advisor
Staff Knowledge	Explore understanding of Domestic Violence from staff teaching session or feedback	Annually	Senior HR Advisor
Awareness of Policy	To seek advice from Head of Safeguarding regarding information extrapolated from E-Learning.	Six monthly	Senior HR Advisor

## **5. Supporting References**

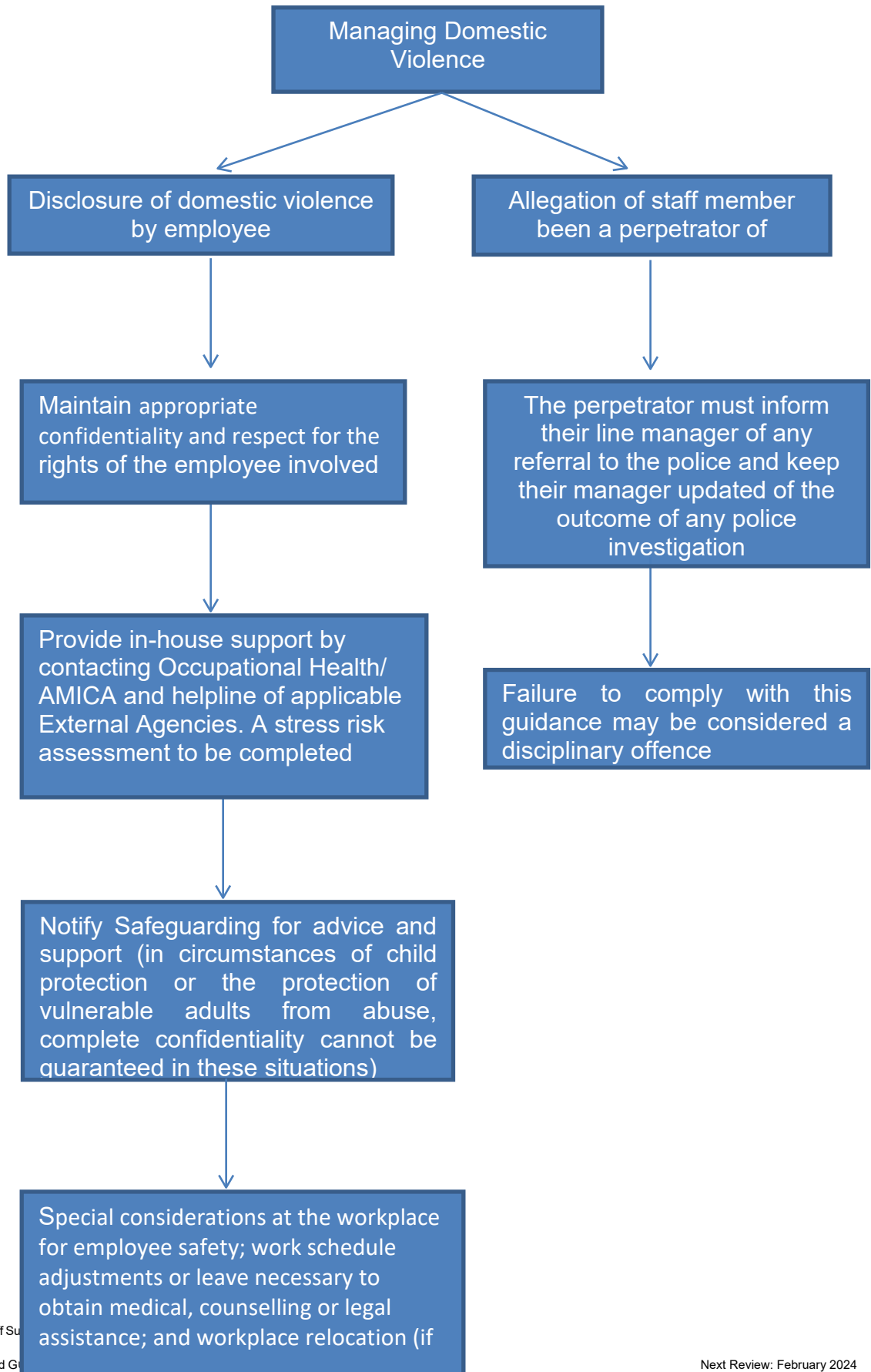
- Health and Safety Policy – Reference A17/2002
- Stress Management Policy and Procedure – Reference B20/2005
- UHL Sickness Absence Management Policy and Procedure B29/2006
- Anti-Bullying and Harassment Policy and Procedure B5/2016
- Flexible Working Policy– Reference B7/2010

## **6. Key Words**

Domestic Violence

<b>CONTACT AND REVIEW DETAILS</b>	
<b>Guideline Lead</b> <b>Diana Thomas, Senior Human Resources Advisor</b>	<b>Executive Lead, Hazel Wyton , Director of Workforce and Organisational Development</b>
<b>Details of Changes made during review: December 2020</b>  Review of Policy in Trust format and minor amendments Grammar amendments	

## Appendix 1



### **Sources of Advice and Support to Sufferers/Survivors of domestic abuse**

#### **National & Local Support Agencies**

##### **National Domestic Abuse Helpline**

24-hour National Domestic Abuse Helpline for Women and Children against domestic violence. Free confidential service provided by highly trained female advisors. The helpline can support you to increase your safety, help you access specialist refuge accommodation and find other specialist services in your community.

**Telephone:** 0808 2000 247

**Web Address:** [www.nationaldahelpline.org.uk/](http://www.nationaldahelpline.org.uk/)

##### **Rights of Women**

Rights of Women provides runs a domestic violence and sexual violence advice line and also provides free legal advice for women and produces free leaflets which you can download from their site (including ones on sexual violence and on sexual harassment). Tuesday – Thursday 7pm to 9pm and Friday 12pm to 2pm.

**Textphone:** 020 7490 2562

**Telephone:** 020 7251 8887

**Web Address:** [www.rightsofwomen.org.uk](http://www.rightsofwomen.org.uk)

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##### **Men's Advice Line**

If you are a male victim of domestic violence, in a heterosexual, gay, bi-sexual or transgender relationship and need confidential help, contact the helpline Monday to Friday 9am to 8pm.

**Telephone:** 0808 801 0327

**E-mail:** [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk)

**Web Address:** [www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)

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##### **Jewish Women's Aid**

Jewish Women's Aid runs a free-phone national confidential helpline. The organisation provides refuge and/or support to Jewish women and their children affected by domestic violence. **Web Address:** [www.jwa.org.uk](http://www.jwa.org.uk)

**Domestic Abuse Helpline: 0808 801 0500 - Monday to Thursday 9.30am-9.30pm**

**Sexual Violence Helpline: 0808 801 0656 – Monday, Tuesday 10am-12pm; 1pm – 3pm  
Thursdays 1pm – 3pm**

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## Apna Ghar

Helpline offering telephone support, emotional counselling and group work. Specifically for Asian women. Languages offered are: Bengali, Gujarati, Hindi, Punjabi, Sylheti, Tamil, Urdu

**Telephone:** 0845 451 2547

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## Respect Phonenumber

For domestic violence perpetrators. Available Monday to Friday 9am to 8pm.

**Telephone:** 0808 802 4040

**Web Address:** [www.respectphonenumber.org.uk](http://www.respectphonenumber.org.uk)

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## Leicestershire Police – Domestic Violence Officers

**Telephone:** 0116 222 2222  
Dial 999 in emergencies

**Web Address:** [www.leics.police.uk](http://www.leics.police.uk)  
<https://www.leics.police.uk/advice/advice-and-information/daa/domestic-abuse/>

## Victim Support

Free 24/7 confidential support and information for people affected by crime.

**Telephone:** 0808 1689 111

**Web Address:** [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

Services in Leicestershire and Rutland: 0800 953 9595

Email: [support@victimfirst.pnn.gov.uk](mailto:support@victimfirst.pnn.gov.uk)

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## The Samaritans

Samaritans provides confidential nonjudgmental emotional support 24 hours a day for people experiencing feelings of distress or despair, including those which could lead to suicide.

**Web Address:** <https://www.samaritans.org>

**Telephone:** 08457 90 90 90 (24 Hours)

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## UAVA – United Against Violence and Abuse

24 hour National Domestic Violence Helpline and face to face support for domestic violence and sexual violence victims.

**Web Address:** <http://www.uava.org.uk/>

**Telephone:** 0808 80 20028      **Text support:** 07715 994 962



**Email:** info@uava.org.uk

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### **Freeva**

Freeva provides specialist support and information to anyone affected by domestic violence, rape and sexual assault. They provide free services for anyone that lives in Leicester, Leicestershire and Rutland. Open Monday to Saturday 8am to 8pm.

**Web Address:** <http://www.freeva.org.uk>

**Telephone:** 0808 802 0028

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The **Bright Sky** mobile app, free to download from the App Store or Google Play, provides support and information to anyone who may be experiencing domestic abuse or is concerned about someone they know

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### **SUPPORT FOR PERPETRATORS TO STOP THEIR DOMESTIC ABUSE**

**Respect Phone line**, with the message *“When the world feels unsafe, don’t make your home unsafe. Get help to manage your behaviour”*.

**Email:** info@respectphoneline.org.uk

**Telephone:** 0808 8024040

## HOUSING OPTIONS

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### Leicester City Council

Leicester City Council's Hostels Direct Service is available to anyone who is aged 16 and over and is homeless and/or homeless with support needs. If you are not homeless yet but threatened with homelessness within the next month, you can get further advice from the Housing Options Centre. Call opening hours Monday to Thursday 8.30am – 5pm, Friday 8.30am-4.30pm.

**Telephone:** 0116 454 1008

**Web Address:** [www.leicester.gov.uk/your-community/housing/homelessness](http://www.leicester.gov.uk/your-community/housing/homelessness)

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### Forced Marriage Unit

Refuge accommodation for couples fleeing 'honour based' violence. Funded by the Forced Marriage Unit, a refuge in the South West has launched a new service providing refuge accommodation for couples fleeing 'honour based' violence. The refuge also provides accommodation to women, men and children fleeing domestic abuse. Anyone can make a referral to the service. Monday to Friday 9am to 5pm. Out of hours: 020 7008 1500

**Telephone:** 020 7008 0151

**Email:** [fmufcdo.gov.uk](mailto:fmufcdo.gov.uk)

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### Women's Aid Leicestershire

Women's Aid Leicestershire Limited (WALL) provides free and confidential support and safe temporary accommodation for women with or without children suffering domestic abuse.

**National 24 hour helpline: 0808 2000 247**

**Email :** [info@womensaid.org.uk](mailto:info@womensaid.org.uk)

**Local Helpline: 0808 80 20 028 – Monday to Saturday 8am-8pm**

**Local Web Address:** <https://www.wa-leicester.org.uk/>

**National Web Address:** [www.womensaid.org.uk](http://www.womensaid.org.uk)

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### Panahghar

Panahghar provides free dedicated BAME multi lingual support, advice and advocacy and access to safe refuge for victims and their families of domestic abuse, sexual abuse or gendered abuse in Coventry and Leicester.

**Telephone:** 0800 055 6519 (24hour)

**Web Address:** [www.safehouse.org.uk](http://www.safehouse.org.uk)

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### **Border House Hostel**

Leicester City Council hostel specialising in providing emergency accommodation for families and lone adults with housing related support needs.

**Telephone:**           **0116 221 1407**

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### **Bridge House**

Bridge House is a safe and secure housing project for women and their children escaping domestic violence. It is run by Action Homeless, which is a local charity that provides housing, support and advice to help people who are homeless rebuild their lives.

**Telephone:**           **0116 221 1851**

**Web Address:**       [www.actionhomeless.org.uk](http://www.actionhomeless.org.uk)

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### **Women's Aid**

Refuge run a national helpline, refuges, psychological support, independent legal advocacy and services for minority ethnic women and children.

**Telephone:**           **0808 2000 247 (24 hours)**

**Web Address:**       [www.womensaid.org.uk](http://www.womensaid.org.uk)

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### **Apna Ghar**

Accommodation based with floating / resettlement / outreach support for women at risk of domestic violence.

**Telephone:**           **0116 261 1163**

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### **Bethany Project**

Adullam Homes offer 25 self-contained units for women fleeing domestic violence and vulnerable women with children.

**Telephone:**           **0116 254 0518**

**Web Address:**       [www.adullam.org.uk](http://www.adullam.org.uk)

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### **UAVA- United Against Violence and Abuse**

Provide refuge accommodation for women and children who are suffering from the effects of domestic abuse (Leicester, Leicestershire and Rutland)

**Telephone:**           **0808 80 20028**

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**Sources of Support within UHL NHS Trust**

**AMICA, Staff Counselling and Psychological Support Services (UHL):**

AMICA, Staff Counselling and Psychological Support Services is a confidential NHS telephone counselling service (8.30am to 8.30pm seven days a week, 365 days a year) and face to face counselling service (office hours).

Tel: 0116 254 4388

**Occupational Health Department (UHL)**

Occupational Health provides confidential and impartial advice to staff on aspects of the relationships between work and health.

For advice or to book an appointment please ring your local Occupational Health Department:

Glenfield Hospital (GH): 0116 250 225 5431 or internally 71-5431 or ext 2393

Leicester General Hospital (LGH) 0116 225 5431 or internally 71-5431

Leicester Royal Infirmary (LRI) 0116 258 5307 or ext 5307

**Trade Unions and Professional Associations**

Staff Side have an important role and offer their members support and advice.

**UHL Staff Side Offices**

Glenfield Hospital: ..... 3615

Leicester Royal Infirmary ..... 5803

Leicester General Hospital ..... 4756