

**Domestic Abuse Support Assessment**

This assessment is for a line manager and employee to use when the employee has disclosed domestic abuse, harassment or stalking. It is a practical guide to explore issues and offer means of practical and wellbeing support. Guidance on how to complete this assessment is available. Further information about domestic abuse and how to respond to initial disclosure can be found on the University domestic abuse web pages (\*\*link\*\*).

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| **Potential problems** | **Points to consider** | **Description of issues discussed** | **Appropriate section to read in guidance** |
| **Safety risk from stalking** | * **Is there a perceived risk to the individual and/or their colleagues?** * **Are there safe guarding issues concerning children or vulnerable adults?** * **Does the employee work in isolation or in a public facing or easily accessed environment (e.g. reception)?** * **Are Estate Patrol aware of the situation?** * **How does the employee get to and from work?** * **Is the employee mobile around the campus or between campuses?** |  | **SECTION A** |
| **Harassment** | * **Is the employee receiving threatening or intrusive communications by phone, email, social media or post?** * **Is the employee’s contact details and photo on public accessible university web pages?** |  | **SECTION B** |
| **Health** | * **Does the employee or manager feel the situation is causing health issues? Symptoms can be psychological (stress, anxiety or low mood) or physical (injury).** |  | **SECTION C** |
| **Performance** | * **Does the employee or manager feel the situation is impacting on their work performance or productivity?** |  | **SECTION D** |
| **Financial** | * **Does the employee have difficulty accessing their money?** |  | **SECTION E** |
| **Other issues (please state):** |  |  | **Please refer to the staff domestic abuse web pages or contact Occupational Health or HR for further support if needed.** |
| **Actions:** | | | |
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| **Other notes (if needed):** | | | |
|  | | | |
| **Date:** | | | |

**Actions to be considered**

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| **Section A** | **How to** |
| Alert Estate Patrol if issues of stalking, harassment and any potential threats | Alert Estate Patrol of any issues and any protection orders. |
| Remind all staff never to divulge personal information about employees to callers (such as addresses, telephone numbers, or shift patterns) | Team meetings can be a good time to recap on such aspects |
| Review information held by Human Resources or elsewhere such as temporary or new addresses, bank details, telephone numbers, work locations etc. | Can amend by contacting humanresources@exeter.ac.uk or via trent self service for some aspects |
| Review the employee’s next of kin information – the ex-partner may still be listed | Employee can contact can amend on trent self service. Prompt them to do so. https://staff.exeter.ac.uk/hrpr\_ess/ess/index.html?lang=USA#/login |
| Review the employee’s next of kin information with regard to Pension - ex-partner may still be listed | Employee to contact Pension team on [payandbenefits@exeter.ac.uk](mailto:payandbenefits@exeter.ac.uk) to amend their details. To change next of kin for ERSS, 2 x forms need to be completed for USS, 1 x form |
| Remove photo and contact details from web pages | Please contact the Web team by emailing [digitalteam@exeter.ac.uk](mailto:digitalteam@exeter.ac.uk) and requesting aspects you would like removed |
| Remove the employee’s name and number from automated phone directories; | Currently through contacting the IT helpdesk |
| Change the employee’s work telephone number and email address | Currently through contacting the IT helpdesk |
| Ensure access to buildings is open to authorised staff only | Campus helpdesk |
| Ensure car parks have adequate lighting | Campus helpdesk |
| Consider an alternative entrance to, or exit from the workplace. | Campus helpdesk |
| **Section A** | **How to** |
| Set up security cameras in public entrances and in the area where the employee works | Most buildings on campus are covered. If you have concerns then it should be requested through Campus Helpdesk. |
| Place silent alarms or buzzers at the employee’s workstation | This request would need to be made through the Campus helpdesk as it is an outside provider (NYT) |
| Change keys or key pad numbers/codes for gaining entry to work premises | Campus helpdesk |
| Alert reception, security staff, staff in workplace nurseries; with consent, provide a copy of any existing non-molestation/occupation orders, a photo of the abuser, details of the abuser’s vehicle (car registration and description). | All aspects to be considered by manager and employee |
| **Employee considerations** |  |
| If there is a risk to the employee, colleagues or other safeguarding issues, involve specialist services to assess the risk such as the Independent Domestic Violence Advisor (IDVA) listed in the staff domestic abuse web pages or a local organisation (see list in appendix). | Employee and Manager |
| Enable the employee to change work patterns e.g. working hours | Manager, employee and OH (if needed) |
| Relocate the employee’s workstation | Manager and HRA |
| Move the employee out of public view – i.e. from an outwardly facing role, ensuring that they are not visible from reception points or ground floor windows | Manager and Employee |
| Ensure that the employee does not work alone or in an isolated area | Manager and Employee |
| Consider what to do if the employee works from home | Manager and Employee |
| **Section A** | **How to** |
| Explore the possibility of relocation or redeployment where this would be appropriate and supportive of the employee; provide assignments in alternative locations if necessary | Manager and HRA |
| Establish a method of communication with the line manager if the employee is absent so that they are aware that the employee is safe | Manager and Employee |
| Ensure daily communication is maintained with the employee during any absence | Employee and Manager |
| Identify a work contact for support and an emergency contact should the organisation be unable to contact the employee | Manager and Employee |
| Change the employee’s telephone number and/or divert telephone calls from the perpetrator (but monitor as they will help provide evidence of harassment if needed) | Currently through contacting the IT helpdesk |
| Set up firewalls to block e-mails/divert e-mails to a separate folder (these can also be used to demonstrate harassment) | Currently through contacting the IT helpdesk |
| Record any threatening or violent incidents by the perpetrator in the workplace including visits, abusive/persistent phone calls, e-mails and other forms of harassment which can be used by the police or if the employee wants to seek a court order | All incidents of violence, threatening behaviour or breaches of security in the workplace should be recorded and retained for evidence purposes if required. The record must be clear, accurate and include dates, times, locations, and any witnesses. Any breaches of orders, for example, non-molestation orders should also be noted. |
| Give employee priority parking close to the building | Contact the Car parking team |
| **Section A** | **How to** |
| Escort employee to and from their cars or public transportation | Estate Patrol offer the 'Guardian Angel' process. This is where the employee is followed across Streatham campus via CCTV back to the car park or public transport. Discussion needs to be had to ensure the route allows this, if not Estate patrol can advise of different route. If immediate danger Estate patrol might be able to offer personnel to escort but can not be offered regularly due to staff numbers. |
| Help employee vary their route to and from work | Manager and Employee, can use the personalised travel plan to offer other options http://www.exeter.ac.uk/sustainability/travel/personalisedtravelplan/ |
| Help the employee find a safe way of getting to and from work | Discussion between manager and employee |
| Minimise risks if work requires visits outside the office – changing duties/allowing another member of staff to accompany them/ensuring they have a mobile phone with them | Employee and manager |
| Issue the employee with a mobile phone that is pre-programmed with emergency response number | Currently IT helpdesk and your Department's process for ordering new equipment |
| **Section B** | **How to** |
| Change the employee’s telephone number and/or divert telephone calls from the perpetrator (but monitor as they will help provide evidence of harassment if needed) | Currently IT helpdesk |
| Set up firewalls to block e-mails/divert e-mails to a separate folder (these can also be used to demonstrate harassment) | Currently IT helpdesk |
| **Section B** | **How to** |
| Record any threatening or violent incidents by the perpetrator in the workplace including visits, abusive/persistent phone calls, e-mails and other forms of harassment which can be used by the police or if the employee wants to seek a court order | All incidents of violence, threatening behaviour or breaches of security in the workplace should be recorded and retained for evidence purposes if required. The record must be clear, accurate and include dates, times, locations, and any witnesses. Any breaches of orders, for example, non-molestation orders should also be noted. |
| Remind all staff never to divulge personal information about employees to callers (such as addresses, telephone numbers, or shift patterns) | Team Meetings |
| **Section C** | **How to** |
| Temporary adjustments at work can be implemented, consider both physical and psychological symptoms. | Manager, OH and HRA |
| Physical symptoms may warrant consideration of DSE requirements, work tasks if it is a physical role, mobilising around site and physical stamina. | Health and Safety, http://www.exeter.ac.uk/staff/wellbeing/safety/safetyguidance/dse/ |
| Psychological symptoms may warrant consideration to signposting to the EAP, buddying up with a colleague, reducing mentally demanding work tasks | Manager, OH and HRA |
| Offer employee’s flexible schedules and work hours e.g. agree that the employee can start work later if they have to move/children have to go to new school | Manager (Flexible working) http://www.exeter.ac.uk/staff/employment/leave/flexibleworking/ |
| Consider adjusting the employee workload or hours temporarily | Manager, OH and HRA |
| Any health issues impacting on work or if work is impacting on health, then a referral to Occupational Health is recommended. | manager to speak to OH and or HRA http://www.exeter.ac.uk/staff/wellbeing/oh/referraltooccupationalhealth/guidanceformanagers/ |
| **Section D** | **How to** |
| Adjusting performance targets and/or allowing the employee to change their workload | manager with support from HRA |
| Consider a referral to Occupational Health | manager to speak to OH and or HRA |
| Signposting to the Employee Assistance Programme (EAP) for advice/counselling | manager -https://www.exeter.ac.uk/staff/wellbeing/pro-counselling/ |
| **Section E** | **How to** |
| Arrange for salary to be paid into a different bank accountor by cheque | You need to send in bank details and come in with ID, but if short notice they can take scanned form and scanned ID card if manager agrees too. Bank details must be changed latest a week before payroll closes as payroll closes at 5pm that day. BACs details can be pulled up to two days before pay is paid, but new details cannot be accepted so would need to be a cheque. Email payandbenefits@exeter.ac.uk and mark as confidential |
| Signpost to financial advice or Citizens Advice Bureau. | <https://www.citizensadvice.org.uk/> |
| Financial advice can also be sought from the University EAP | <https://www.exeter.ac.uk/staff/wellbeing/pro-counselling/> |

**Appendix**

**External Support groups/helplines**

**Cornwall**

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| **Services** | **Description** | **Phone  and/or Website** |
| IDVA (Independent Domestic Violence Advocate) service for Cornwall is provided by First Light | Independent Domestic Violence Advocate | <https://www.firstlight.org.uk/> |
| Clear | Enables children and young people having experienced an abusive relationship to flourish within a therapeutic setting. | <https://clearsupport.net/> |
| Domestic violence help and advice | Sanctuary Scheme is available for high risk victims of domestic abuse and/or sexual violence. | <https://www.cornwall.gov.uk/health-and-social-care/domestic-violence-help-and-advice/>  You can contact First Light on 0300 777 4777 during normal office hours.  Alternatively contact Cornwall Domestic Abuse 24hr Helpline on 01872 225629. |
| East Cornwall Women's Refuge |  | You can contact on 01726 871244 |
| Galop (previously Broken Rainbow Cornwall) | DV advice for Lesbian, Gay, Bi Sexual and Transgender | <http://www.galop.org.uk/domesticabuse/> |
| The Women's centre | Run by women, for women, we are here to provide a safe, supportive environment in which you are both valued and respected, listened to and believed: empowering you to live the life you want. | <https://www.womenscentrecornwall.org.uk/> |
| West Cornwall Women's Aid | West Cornwall Women’s Aid (WCWA) has been working in the field of Domestic Abuse and Sexual Violence (DASV) in West Cornwall for over 30 years. | <https://www.wcwaid.co.uk/> |

**Devon**

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| **Services/Company** | **Description** | **Phone and/or Website** |
| Devon County Council | Domestic and Sexual Violence and Abuse | <https://www.devon.gov.uk/dsva/>  Devon's domestic abuse helpline [0345 155 1074](tel:03451551074)  Rape crisis helpline [0808 802 9999](tel:08088029999) |
| Splitz | For medium or high risk of domestic abuse and/or where the experience of domestic abuse is at acute or chronic levels. | <https://www.splitz.org/devon>  Tel: 0345 155 1074 |
| North Devon Against Domestic Abuse | We offer the services of an Independent Domestic Violence Advisor (IDVA) to support you through the criminal and civil justice system and specialist IDVA’s who work within the health arena | <http://www.ndada.co.uk/>  Call 01271 321 946 |
| Victim care unit | The victim care unit will help victims navigate and make informed choices about the organisation they wish to receive support from | <http://www.victimcaredevonandcornwall.org.uk/> |
| SAFE | Group Programmes | <https://www.safe-services.org.uk/support-for-families-and-individual> |

**National**

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| **Services/Company** | **Description** | **Phone and/or Website** |
| 24-hour National Domestic Violence Helpline (Freephone) | A service for **women**experiencing domestic abuse, their family, friends, colleagues and others calling on their behalf. It is run by Refuge. | Callers may first hear an answerphone message, before speaking to a person. 0808 2000 247 [www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk/) |
| Men’s Advice Line (Freephone) | A confidential helpline for **men** experiencing domestic abuse by a current or ex-partner. Caters for all men: whether in heterosexual or same-sex relationships. Offers emotional support, practical advice and information on a wide range of services for further help and support. | 0808 801 0327 Days and times of phone support vary. [www.mensadviceline.org.uk](http://www.mensadviceline.org.uk/) |
| Respect Phone Line (Freephone) | A confidential helpline for people who are abusive and/or violent towards their current or ex-partner. Offers information and advice to support perpetrators to stop their violence and change their abusive behaviours. The main focus is to increase the safety of those experiencing domestic violence. | 0808 802 4040 Days and times of phone support vary. [www.respectphoneline.org.uk](http://www.respectphoneline.org.uk/) |
| National LGBT Domestic Violence Helpline | Providing confidential support to all members of the Lesbian, Gay, Bisexual and Trans (LGBT) communities, their family and friends, and agencies supporting them. | 0300 999 5428 |
| Karma Nirvana Helpline | supports victims and survivors of forced marriage and honour based abuse | 0800 599 9247 www.karmanirvana.org.uk/ |
| The Man Kind Initiative | Is a national charity that provides help and support for male victims of domestic abuse. | [www.mankind.org.uk](http://www.mankind.org.uk/) |
| Southall Black Sisters | provides advice and information on domestic abuse, racial harassment, welfare and immigration, primarily for Asian, African and African-Caribbean women. | [www.southallblacksisters.org.uk](http://www.southallblacksisters.org.uk/) |
| National Stalking Helpline | provides information and guidance to anyone affected by harassment or stalking. | The helpline is open 0930-1600 Monday–Friday (except Wednesday when they open at 1300). They also offer advice via email and on their Forum which can be found on our website. 0808 802 0300 [advice@stalkinghelpline.org](mailto:advice@stalkinghelpline.org) and [www.stalkinghelpline.org/](http://www.stalkinghelpline.org/) |
| Bright Sky Mobile App | Hestia and the Vodafone Foundation have launched Bright Sky, a free and unique mobile app providing comprehensive support and information to people affected by domestic abuse. | The App is free to download from the App Store and Google Play Store |