

Domestic Abuse Workplace Policy



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Policy statement

Chelmsford City Council is committed to providing practical and emotional support for any employee who suffers from domestic abuse. Our aim is to ensure that all employees know that help is available if domestic abuse is an issue for them and that managers are aware of the support the Council and other organisations can give to employees.

The Council recognises that domestic abuse/abuse is an issue that can affect us all and we all have a responsibility to help to create a working environment that is safe and caring. It is important to recognise that for some the workplace can be a safe haven and a route to safety.

Domestic abuse cuts across race gender, sexuality, age, class and geography. Whilst the most common perpetrators are men and the majority of those who experience domestic abuse are women it also occurs, against men in heterosexual relationships, can be child to parent violence, same sex relationships against lesbian, gay, bisexual or transgender people or from a family member or multiple perpetrators in the case of Honour Based Abuse.

The purpose of this policy is to:

- support employees experiencing domestic abuse;
- enable employees experiencing domestic abuse to remain productive and at work;
- aid managers seeking to help team members experiencing domestic abuse;
- assist colleagues of those experiencing domestic abuse

1.0 Introduction

The organisation has developed this policy as part of its commitment to support employees' health and wellbeing at work. It covers the internal and external support available to employees experiencing domestic abuse, including the appointment of an employee as a nominated point of contact, special leave provisions and signposting to external sources of advice and help.

One of the factors which make it difficult to address domestic abuse is its hidden nature. Work colleagues may know what is happening in their colleagues' lives as they will talk to them about the abuse they are suffering but may be unsure what to do with this information. However, managers may not be aware that there is an issue or if they are aware, may also not know what to do with this information to best support the employee.

2.0 Definition

The Home Office definition of domestic abuse is:

'Any incident or pattern of incidents of controlling, coercive or threatening behaviour, abuse or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. This can encompass, but is not limited to, the following types of abuse:

- Psychological
- Physical
- Sexual
- Financial
- Emotional

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 to frighten.

The Government definition, which is not a legal definition, includes so called ‘honour’ based violence, female genital mutilation (FGM) and forced marriage, and is clear that victims are not confined to one gender or ethnic group.

Definitions of all the types of abuse can be found in Appendix I.

3.0 Scope

This policy applies to all employees and workers of the Council.

4.0 Identification of the problem at work

Whilst it is for the individual themselves to recognise they are a victim of domestic abuse, there are signs which may indicate an employee may be victim. These may include:

- Unexplained injuries (it is important not to make assumptions)
- Decreased productivity or drop in performance
- Frequent lateness or absence
- Changes in behaviour e.g. an employee may become withdrawn if they are subject to domestic abuse or may seem anxious when leaving the office.

It is essential to understand that any of the above may arise from a range of circumstances of which domestic abuse may be one. Any disclosure should be addressed positively and sympathetically ensuring the employee is aware that support and assistance can be provided.

A detailed checklist of signs to look out for can be found in Appendix 2.

5.0 Responsibilities

All employees:

Employees who are experiencing domestic abuse are encouraged to come forward and seek help as soon as possible. The Council encourages all employees to report if they suspect a colleague is experiencing or perpetrating abuse. Employees should speak to their line manager about their concerns in confidence.

Human Resources:

The HR Business Partner will:

- Provide support to the employee and line manager
- Act as a coordinator as appropriate to other forms of support such as occupational health
- Provide guidance on Council policy such as time off for the employee to attend appointments with relevant support agencies, solicitors etc. and managing attendance such as considering temporary or permanent changes to working times and patterns.

Your first point of contact for advice, guidance and support are the Senior HR Business Partners:

- Alison Felton 01245 606314
- Beretta Hawkins 01245 606735
- Kerry Knowles 01245 606592

Line manager:

Line managers have a crucial role to play in enabling employees experiencing domestic abuse to seek help.

The role of the line manager is to:

- Be able to recognise the signs and symptoms of domestic abuse;
- Support and signpost employees to the available resources and provide practical support to enable the employee, as far as practical, to remain in work and maintain their financial independence;
- Be mindful of their duty of care as an employer and show concern where an employee may start to show different patterns of behaviour at work;
- Keep a record of any actions agreed with the employee;
- Contact the Police if they believe an employee (or another person such as a child) is in immediate danger or at risk of serious harm;

- Consider if it is appropriate for a referral to a Multi-Agency Risk Assessment Conference (MARAC) which is a local, multi-agency victim-focused meeting where information is shared on the highest risk cases of domestic violence and abuse between different statutory and voluntary sector agencies. Such a referral would be organised through one of the nominated contacts below.
- Will not counsel victims but offer information, provide workplace support and signpost to other organisations;
- Protect confidentiality in all instances (excepting the requirements of child protection or serious injury or death or a child or adult);
- Refer the individual to the appropriate internal or external source of help and support, for example the Council's confidential point of contact or external agency. However, not all employees experiencing domestic abuse will want or be able to accept support and such a referral may increase the risk to the employee. Therefore, any referral to an agency should be made with the fully informed consent of the employee. Exceptions are made for high risk cases, which can be referred to MARAC (see above);
- Ensure that the safety of all employees in the team is protected;
- Enable the affected employee to remain productive and at work during a difficult period in his/her domestic life, for example by seeking the advice of HR and using the Council's special leave policies and procedures;
- Ensure all employees know the existence of this policy and understand how to raise issues of concern for themselves or others.

Nominated point of contact:

The role of the nominated point of contact is to:

- Receive calls and disclosures
- Provide advice and signposting
- Undertake a risk assessment
- Be a continuing point of contact

Nominated point of contact details:

Kaylie Charlery – 01245 606288

Karen Buttress – 01245 606233

Spencer Clarke – 01245 606477

It is important to note that the role of the manager, HR or confidential contact, is not to deal with the abuse itself or to solve the problem but to make it clear through this policy that employees will be supported and to signpost what help is available.

Response:

It can be difficult for employees to make a disclosure of domestic abuse; therefore, it is vital the response from HR, their line manager and the nominated point of contact is as follows:

- DO be sensitive/non-judgmental/ practical/supportive/discrete.
- DO prioritise safety over work efficiency.
- DO allocate some private time and space to listen.
- DO NOT seek proof of abuse.
- DO NOT contact the abuser.
- DO NOT compel a victim to accept support.
- DO NOT adopt the role of being a support worker yourself.

If the employee or any colleagues are in immediate danger, always call 999.

6.0 Confidentiality and right to privacy

All disclosures of domestic abuse and reported concerns should be treated as strictly confidential.

The exception to this confidentiality rule is when an employee provides information that suggests that their child, another child or adult is at risk from physical/emotional, sexual abuse or neglect. In these cases, the Council is required to follow the Safeguarding procedure and may have to pass details on and is unable to maintain confidentiality.

Decisions on sharing a person's information must be justifiable and proportionate, based on the potential or actual harm to adults or children at risk. The rationale for decision making should always be recorded, including the legal authority to share.

Unless a case is high risk, or there is a child or adult safeguarding concern or public protection concern, your right to share information is limited. Please see Appendix 3 – 'Information Sharing' for more guidance.

When a manager or colleague is aware of an issue, advice can be sought from HR on follow up action to be taken as needed which may be out of the scope of the line manager or colleague. If consent has not been given by the employee to share this information, then the manager or colleague must seek this advice on an anonymous basis and not provide the name of the employee concerned.

If the consent of the employee has been given to share information with HR or the nominated contact within the Council, the employee should be encouraged to be involved in the meeting to enable them to understand support and guidance which is available to them.

If the employee is uncomfortable discussing the situation with their line manager, then an alternative point of contact, possibly of the same gender could be identified, to advise the employee directly and on a confidential basis. This could be a colleague from Human Resources or a contact at the Employee Assistance Programme. The contact could also advise the line manager on how to manage sensitive disclosures and proceed safely.

7.0 Risk Management and Safety Planning

The Council will prioritise the safety of employees in the workplace if they make it known that they are experiencing domestic abuse. The recommended option for anyone experiencing domestic abuse is to be referred to specialist practitioners trained to assess risk and advise on safety.

Alternatively, if you have concerns about the risk to any employee that has not been disclosed, you can confidentially seek advice from any of the organisations listed in the directory (without naming the employee experiencing domestic abuse). The organisations will also be able to provide independent support and clarification about the MARAC procedure. See Appendix 6 for key contacts.

With referrals facilitated by the manager or colleague, it is important to consider if it is safe for the agency to contact the employee.

Under the Health and Safety at Work Act 1974, employers have a duty to protect the health and safety of their employees with an increased legal responsibility to any employee who discloses that they may be at risk of harm.

The employee will be encouraged to contact a specialist support agency who can undertake a DASH (Domestic abuse, stalking and harassment), and honour based violence risk assessment, if appropriate.

The Council will work with the employee and a specialist agency (with the employee's consent) to identify what actions can be taken to increase their personal safety as well as address any risks there may be to colleagues, considering the duty of care for all employees. This may include steps taken to ensure that the victim and his or her colleagues are not at risk from the perpetrator entering the workplace. Such measures might include reinforcing security measures to ensure that the public cannot access staff areas without authorization.

Questions should not be answered from members of the public about colleagues working hours or arrangements in the workplace.

The risk assessment should be reviewed periodically to reflect any change in risk.

Examples of workplace adjustments include:

- Making emergency and safe contact arrangements.
- Improving the safety of the employee whilst they are at work.
- Adjusting their responsibilities and workload.
- Reviewing communications and IT safety.

Further examples of workplace adjustments are in Appendix 4.

Risk in domestic abuse situations is dynamic and can change very quickly. In a small number of cases, victims may be at high risk of serious harm or murder from domestic abuse.

Named disclosure without consent may be made in exceptional circumstances:

- If it is believed the employee and /or colleagues are at risk of serious injury or death.
- If it is believed that there is a substantial risk of harm to any children involved in, or witnessing, the abuse / abuse.

These high-risk factors can be found in Appendix 5.

Where the perpetrator and the victim work for the same employer the employer must take steps to stop any abuse, using the policy on Harassment or Bullying as appropriate.

8.0 Recording information

- Any written record, including any agreed workplace adjustments, should be held outside of official employee records and stored securely.
- Disclosures should not impact on the employee's work record, provided their performance is maintained as agreed.
- Any decision to disclose without consent (if a colleague is at serious risk of injury or death) should be documented.
- All incidents of abuse, 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.

- When an individual experiences domestic abuse and the Council is providing support, the Council will process any personal data collected in accordance with its Data Protection Policy.
- Data collected from the point at which the Council becomes aware of the issue is held securely and accessed by, and disclosed to, individuals only for the purposes of providing the necessary support.

9.0 Internal support

To support employees experiencing domestic abuse, the following mechanisms are in place:

Employee Assistance Programme

Employee Assistance Programme via Workplace Options which can provide access to counselling, legal support and advice and guidance. This is free to all employees and available 24 hours a day and includes access to face to face counselling for you and your family members.

- The contact details are <https://www.workplaceoptions.co.uk/>
- or phone 0800 243 458.
- To access confidential support, you will need to log in using the username: Chelmsford and the password: employee. You will not need to give your name and the support is confidential with no report back to the Council about individual issues.

Nominated point of contact

- Kaylie Charlery – 01245 606288
- Karen Buttress – 01245 606233
- Spencer Clarke – 01245 606477

Occupational Health Provider

Employees experiencing domestic abuse may be referred to the Council's Occupational Health {OH} provider:

- Human Resources will liaise with the OH service to advise them of possible support services in the borough.
- OH will support the well-being of the employee and consider the health and seriousness of their situation

Trade union

Chelmsford City Council works with Unison to represent the interests of staff who are members. The trade union fully support the objectives of this policy and can offer assistance to those affected by domestic abuse.

If you are a member of Unison, please email unison@chelmsford.gov.uk or phone 01245 6066333

Human Resources

Your first point of contact for advice, guidance and support are the Senior HR Business Partners:

- Alison Felton 01245 606314
- Beretta Hawkins 01245 606735
- Kerry Knowles 01245 606592

This support will extend to any work colleagues or other employees, who have provided assistance to the employee who may become at risk due to their support and intervention.

If the employee has not given consent for Human Resources to be contacted any advice sought must be on an anonymous basis.

10.0 External support

The organisation will signpost external sources of help and support for employees and managers, a full list of external resources can be found in Appendix 6.

11.0 Attendance

The Council recognises that those experiencing domestic abuse may need to be absent from work at times and will assist them by using its special leave policies.

Individual absences can be discussed and agreed between the employee and the line manager, with HR support where appropriate.

12.0 Perpetrators

Domestic abuse perpetrated by employees will not be condoned under any circumstances by the Council, nor will it be treated as a purely private matter. The Council recognises that it has a role in encouraging and supporting employees to address violent and abusive behaviour of all kinds.

The Council will treat any allegation, disclosure or conviction of a domestic abuse related offence on a case by case basis with the aim of reducing risk and supporting change.

An employee cautioned or convicted of a criminal offence may be subject to one of the Council's existing policies including where an employee's activities outside of work have an

impact on their ability to perform their role and/or be considered to bring the Council into disrepute.

The Council view the use of violent and abusive behaviour by an employee, wherever this occurs as a breach of the Code of Conduct.

Links to other policies

- Entitlement to time off
- Managing attendance
- Health and Safety policy

Version Number	Changes Made	Date of Changes
Version I	New policy	April 2019
Version I.1	Amended contact details and updated support services	February 2023

Appendix I: Definition of Abuse Types

In practice, domestic abuse is the abuse of power and control over one person by another can take many different forms, including physical, sexual, emotional, verbal and financial abuse.

The abuse can encompass, but is not limited to:

- **Female Genital Mutilation (FGM)** are procedures involving the partial or total removal of the external female genitalia or other injury to the female genital organs for non-medical reasons. Victims of FGM are likely to be children, although you may receive disclosures of past FGM from adult workers. FGM is a criminal offence and a serious safeguarding concern which would trigger an automatic referral to Children Social Care and the Police
- **Financial:** for example, stealing or depriving of money, withholding benefits, damage to possessions
- **Forced Marriage** is a marriage that takes place without the full and free consent of one or both people. The pressure put on people to marry can be physical e.g. threats or actual abuse, emotional or psychological e.g. making someone feel they are bringing shame on their family,
- **Honour-based Abuse (HBV)** is a violent incident or crime committed to protect or defend the honour of the family or community. It is often committed with some involvement or co-operation from the family and/or community and is designed to punish an individual for behaving in a way that is not in keeping with traditional cultural beliefs.
- **Psychological/emotional:** for example, harassment (emails), isolation, intimidation, humiliation or belittlement, constant criticism, enforced trivial routines, coercive control, verbal abuse
- **Physical:** for example, assault, harassment (phone calls, unwanted visits), deprivation of food/ sleep, physical injuries, stabbing, kicking, pushing, slapping, forced marriage, imprisonment
- **Sexual:** for example, sexual assault, rape, coercive sexual activity is any behaviour or act of a sexual nature which is unwanted and takes place without consent or understanding. This includes but is not restricted to: rape, sexual assault, sexual abuse, sexual harassment, rape within marriage/relationships, forced marriage, female genital mutilation (FGM), so-called honour-based abuse (HBA), trafficking and sexual exploitation. Trafficking and sexual exploitation can occur concurrently with domestic abuse but can also occur separately in a non-domestic abuse context.
- **Stalking** is unwanted, persistent or obsessive attention by an individual or group towards another person causing fear, harassment, anxiety, emotional or psychological distress to the victim. Stalking behaviours are related to harassment and intimidation and may include nuisance telephone calls, sending excessive emails, regularly sending gifts, following the person or spying on them and death threats. A perpetrator of stalking may be a partner or ex-partner, a work colleague or someone unknown to the victim.

Appendix 2:

Signs that someone might be experiencing domestic abuse (some of these signs may reflect a range of sensitive issues):

Work productivity signs:

- Change in the person's working patterns: for example, frequent absence, lateness or needing to leave work early.
- Reduced quality and quantity of work: missing deadlines, a drop in usual performance standards.
- Change in the use of the phone/email: for example, a large number of personal calls/texts, avoiding calls or a strong reaction to calls/texts/emails.
- Spending an increased amount of hours at work for no reason.

Changes in behaviour or demeanour

- Conduct out of character with previous employment history.
- Changes in behaviour: for example, becoming very quiet, anxious, frightened, tearful, aggressive, distracted, depressed etc.
- Isolating themselves from colleagues.
- Obsession with timekeeping.
- Secretive regarding home life.
- Worried about leaving children at home with abuser.

Physical signs

- Visible bruising or single or repeated injury with unlikely explanations.
- Change in the pattern or amount of make-up used.
- Change in the manner of dress: for example, clothes that do not suit the climate which may be used to hide injuries.
- Substance use/misuse.
- Fatigue/sleep disorders.

Other signs

- Partner or ex-partner stalking employee in or around the workplace.
- Partner or ex-partner exerting unusual amount of control or demands over work schedule.
- Flowers/gifts sent to employee for no apparent reason.
- Isolation from family/friends.

Appendix 3: Information Sharing

Decisions on sharing a person’s information must be justifiable and proportionate, based on the potential or actual harm to adults or children at risk and the rationale for decision making

Requirement to Share Information	Legal Authority to do so
Prevention and detection of crime	S.115 Crime and Disorder Act 1998
To protect vital interests of the data subject, serious harm or matter of life and death	Schedule 8 Data Protection Act 2018
For the purposes of the prevention, investigation, detection or prosecution of criminal offences or the execution of criminal penalties, including the safeguarding against and the prevention of threats to public security	Part 3 and Schedule 8 Data Protection Act, 2008
Child Protection. Disclosure to Children’s Social Care or Police	Children Act 1989 and 2004
Overriding Public Interest	Common Law
Court Order	The organisation would receive a court order, or if the police asked for information, you could ask them to obtain a court order for you to share this.
Right to Life – Right to be free from torture or inhuman or degrading treatment	Human Rights Act, Articles 2 and 3
Person lacks capacity to make a decision with regards to consent	Mental Capacity Act, 2005

should always be recorded, including your legal authority to share.

The Information Commissioner’s Office Data Sharing Checklist can be used to facilitate this.

Appendix 4:

Questions for you to consider in relation to workplace safety and examples of workplace adjustments:

Questions for the employee

- Q Does the alleged abuser know where the employee works?
- Q Have they ever been followed on their way to/from work?
- Q Is the employee frightened of anything specific that might take place at work or to and from work?
- Q Does the abuser have their work email address and/or work telephone number?
- Q What information can be shared with the wider team or relevant staff to ensure any changes are implemented and they can deliver an appropriate response?

Contact arrangements

- Retain both a work contact and an emergency contact at home (not the abuser).
- Arrange in advance when and who to contact if an employee doesn't come into work (family member/police/neighbour etc.).
- Maintain communication with the individual during any absence, while keeping their whereabouts confidential from the abuser and other agreed persons.

Safety to and from work

- Change the route to and from work (e.g. different bus or train time).
- Change the location of where they work or consider a transfer.
- Change the start and finish time of work hours.
- Provide a security escort to and from a car / transport links.

Safety while at work

- Change the locks/codes to enter the workplace.
- Consider a personal or workstation alarm.
- Consider an alternative entrance to, or exit from, the workplace.
- Consider screening access to the workplace. If possible and required, enable reception/security to identify the abuser (photo, car registration), and advise them on what to do if the abuser arrives at the workplace.

Communication safety

- Review the security of all employee records and personal information.
- Change email addresses/work phone number or divert incoming phone calls and emails.
- Issue instructions to all staff NOT to reveal the employee's personal details or their whereabouts to anyone, including family members.

Managing responsibilities at work

- Consider flexible working or changing work patterns.

- Adjust workload (extend deadlines, reassign responsibilities).
- Consider additional support /supervision/debriefing sessions.
- Provide special leave or time off during the day to attend appointments or court.

Appendix 5: High Risk Domestic Abuse Factors

The list below includes those that are considered high risk factors. Managers are not required to undertake a risk assessment themselves which would require professional input, but to be aware of the high-risk factors domestic abuse factors.

1. Victim's perception of fear
2. Isolation
3. Separation
4. Conflict over child contact
5. Stalking and Harassment
6. Pregnancy and new birth (up to 18 months post birth)
7. Escalation (severity and frequency)
8. Controlling and / or excessive behaviour
9. Use of weapons
10. Credible threats to kill
11. Strangulation
12. Sexual Assault
13. Honour Based Abuse (HBA)
14. Animal Abuse
15. Perpetrators use of alcohol and drugs
16. Perpetrator's mental health
17. Suicidal Ideation / Threat (perpetrator)

Appendix 6: Domestic Abuse Support Services

Service	Description	Contact
NATIONAL SERVICES:		
24-hour National Domestic Abuse Helpline Freephone	A service for women experiencing domestic abuse, their family, friends, colleagues and others calling on their behalf. It is run in partnership between Women's Aid and Refuge . Callers may first hear an answerphone message before speaking to a person.	0808 2000 247 www.nationaldomesticabusehelpline.org.uk www.refuge.org.uk www.womensaid.org.uk
Men's Advice Line Freephone	A confidential helpline for all 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.mensadvice.org.uk
Respect Phonenumber 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 abuse and change their abusive behaviours. The	0808 802 4040 Days and times of phone support vary. www.respectphonenumber.org.uk



Service	Description	Contact
	main focus is to increase the safety of those experiencing domestic abuse.	
Galop (previously Broken Rainbow)	Emotional and practical support for LGBT people experiencing domestic abuse. Abuse isn't always physical- it can be psychological, emotional, financial and sexual too. Speak out, don't suffer in silence. Online chat available.	Helpline 0800 999 5428 - Days and times of phone support vary. https://galop.org.uk/
Karma Nirvana	Helpline: supports victims and survivors of forced marriage and honour-based abuse	0800 599 9247 – Days and times of phone support vary. www.karmanirvana.org.uk/
Man Kind Initiative	The Man Kind Initiative is a national charity that provides help and support for male victims of domestic abuse.	01823 334244 – Days and times of phone support vary. www.mankind.org.uk
Southall Black Sisters	Southall Black Sisters provide advice and information on domestic abuse, racial harassment, welfare and immigration, primarily for Asian, African and African-Caribbean women.	0208 571 9595 – Days and times of phone support vary. www.southallblacksisters.org.uk
Charity for Civil Servants	The Charity for Civil Servants, providing support and advice for thousands of current, former, and retired civil servants, employees of those who work in our Associated	www.foryoubyyou.org.uk/helping-you/support-and-advice/domestic-abuse

Service	Description	Contact
	Organisations, and their dependants, when they need it.	
EAPA UK	The UK Employee Assistance Professionals Association is the body that represents the interests of professionals concerned with employee assistance, psychological health and wellbeing in the UK. Our mission is to promote the highest standards of practice and the continuing development of employee assistance programmes (EAPs) and services in the UK.	www.eapa.org.uk/
National Stalking Helpline	National Stalking Helpline provides information and guidance to anyone affected by harassment or stalking. Our helpline is open 9.30 a.m. – 4 p.m. Monday – Friday (except Wednesday when we open at 1 p.m.) We also offer advice via email and on our Forum which can be found on our website.	0808 802 0300 advice@stalkinghelpline.org www.stalkinghelpline.org/
Safer Places	Safe accommodation in West Essex, Mid Essex, Hertfordshire and Southend providing supported accommodation plus other services such as outreach (community support) in the community if you cannot or do not need safe accommodation and other additional services	http://www.saferplaces.co.uk/

Service	Description	Contact
SUPPORT FOR EMPLOYERS AND PROFESSIONALS:		
SafeLives	SafeLives is a national charity dedicated to ending domestic abuse. Previously called Co-ordinated Action Against Domestic Abuse (Caada), we chose our new name because we're here for one simple reason: to make sure all families are safe. Our experts find out what works to stop domestic abuse. We gather evidence, and we spread great new approaches across the UK. We work with everyone who wants to stop domestic abuse.	www.safelives.org.uk info@safelives.org.uk
Women's Aid	Women's Aid is the national domestic abuse charity that coordinates and supports a network of over 500 local services working to end domestic abuse against women and children. The Women's Aid National Training Centre, an accredited National Open College Network Centre, provides a variety of training and awareness raising courses addressing domestic abuse that respond to individual training requirements as well as tailor made training packages for the workplace to suit employers. Women's Aid also runs the UK Gold Book Online which provides up to date information for professionals on services for survivors of domestic abuse. A range of information and	www.womensaid.org.uk

Service	Description	Contact
	support services are available on Women's Aid's website including a forum for survivors.	
COMPASS	<p>COMPASS is a single point of access funded by Essex County Council in partnership with the Office of Essex Police, Fire and Crime Commissioner to support victims of domestic abuse across Southend, Essex and Thurrock.</p> <p>Compass is being delivered by a consortium of established domestic abuse support agencies which includes; SOS Domestic Abuse Projects, Changing Pathways and Next Chapter. The aim is to provide a single number, which will be available 24hrs a day, for callers to speak with a trained member of staff who will complete an assessment and ensure contact is made with the most appropriate support service. There is an easy to use online form for both the public and professionals wishing to make a referral.</p> <p>The single point of access is not replacing any support services already provided in Essex by SOS Domestic Abuse Projects, Changing Pathways and Next Chapter. Its function is to increase accessibility to ensure victims get the right support at the right time.</p>	<p>Telephone number: 0330 333 7 444 Website link: www.essexcompass.org.uk</p> <p>General enquiries: enquiries@essexcompass.org.uk</p>

Service	Description	Contact
The Change Project	We're committed to preventing conflict in relationships whatever form that takes. It could be a parent experiencing aggressive behaviour from a child, a partner experiencing controlling and abusive behaviour, or a couple having arguments and fights. Whatever your age, background or sexual orientation we can help you resolve the problems in your relationships.	0845 372 7701 https://www.thechange-project.org/
SET Domestic Abuse Board (SET DAB)	The website provides a signposting facility to the domestic abuse support services that are available in Southend, Essex and Thurrock. For advice or guidance on Domestic Abuse related issues, please contact the services listed on the website directly.	https://setdab.org/