

**Domestic Abuse Support Assessment**

This assessment is for a line manager and colleague to use when the colleague 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](https://www.exeter.ac.uk/staff/wellbeing/othersupport/domesticabuse/).

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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 safeguarding issues concerning children or vulnerable adults?**
* **Does the colleague 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 colleague get to and from work?**
* **Is the colleague mobile around the campus or between campuses?**
 |  | **SECTION A** |
| **Harassment** | * **Is the colleague receiving threatening or intrusive communications by phone, email, social media or post?**
* **Are the colleague’s contact details and photo on public accessible university web pages?**
 |  | **SECTION B** |
|  **Health** | * **Does the colleague 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 colleague or manager feel the situation is impacting on their work performance or productivity?**
 |  | **SECTION D** |
| **Financial** | * **Does the colleague have difficulty accessing their money?**
 |  | **SECTION E** |
| **Other issues (please state):** |  |  | **Please refer to the colleague domestic abuse web pages or contact Occupational Health or HR for further support if needed.** |
| **Actions:** |
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| **Other notes (if needed):** |
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| **Date:** |

**Actions to be considered**

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| **Section A** | **How to** |
| Alert Estate Patrol if there are issues of stalking, harassment and any potential threats. | Alert [Estate Patrol](https://www.exeter.ac.uk/departments/campusservices/campussecurity/) of any issues and any protection orders. |
| Remind all colleagues to never divulge personal information about colleagues to callers (such as addresses, telephone numbers, or shift patterns). | Team meetings can be a suitable 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. | These details can be amended by contacting humanresources@exeter.ac.uk or via Trent self-service for some aspects. |
| Review the colleague’s next of kin information as the ex-partner may still be listed. | The colleague can contact humanresources@exeter.ac.uk or amend details via Trent self-service. |
| Review the colleague’s next of kin information regarding Pension as the ex-partner may still be listed. | The colleague can contact the Pension team on payandbenefits@exeter.ac.uk to amend their details. To change next of kin for ERSS 2 x forms need to be completed and for USS 1 x form. |
| Remove photo and contact details from web pages. | Please contact the Web team by emailing digitalteam@exeter.ac.uk and requesting aspects you would like removed. |
| Remove the colleague’s name and number from automated phone directories. | Please contact the [IT Helpdesk](https://www.exeter.ac.uk/departments/it/help/). |
| Change the colleague’s work telephone number and email address. | Please contact the [IT Helpdesk](https://www.exeter.ac.uk/departments/it/help/). |
| Ensure access to buildings is open to authorised staff only. | Please contact the [Campus Helpdesk](https://www.exeter.ac.uk/departments/campusservices/campushelp/). |
| Ensure car parks have adequate lighting. | Please contact the [Campus Helpdesk](https://www.exeter.ac.uk/departments/campusservices/campushelp/). |
| Consider an alternative entrance to or exit from the workplace. | Please contact the [Campus Helpdesk](https://www.exeter.ac.uk/departments/campusservices/campushelp/). |
| **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](https://www.exeter.ac.uk/departments/campusservices/campushelp/). |
| Place silent alarms or buzzers at the employee’s workstation. | This request would need to be made through the [Campus Helpdesk](https://www.exeter.ac.uk/departments/campusservices/campushelp/) as it is an outside provider (NYT). |
| Change keys or keypad numbers/codes for gaining entry to work premises. | You will need to contact the [Campus Helpdesk](https://www.exeter.ac.uk/departments/campusservices/campushelp/). |
| 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 these aspects should be considered by manager and colleague. |
| **Colleague considerations** |   |
| If there is a risk to the colleague, colleagues or other safeguarding issues, involve specialist services to assess the risk such as the Independent Domestic Violence Advisor (IDVA). | Information about specialist support services can be found in the Appendix or on our [Colleague Domestic Abuse webpage](https://www.exeter.ac.uk/staff/wellbeing/othersupport/domesticabuse/). |
| Enable the colleague to change work patterns e.g. working hours. | The colleague and manager should discuss and involve [Occupational Health](http://www.exeter.ac.uk/staff/wellbeing/oh/referraltooccupationalhealth/guidanceformanagers/) if needed.  |
| Relocate the colleague’s workstation. | The colleague and manager should discuss and involve an HR Advisor if needed. |
| Move the colleague out of public view – i.e. from an outwardly facing role, ensuring that they are not visible from reception points or ground floor windows. | The colleague and manager should discuss. |
| Ensure that the employee does not work alone or in an isolated area. | The colleague and manager should discuss and involve an HR Advisor if needed. |
| Consider what to do if the employee works from home. | The colleague and manager should discuss and involve an HR Advisor if needed. |
| **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. | The colleague and manager should discuss and involve an HR Advisor if needed. |
| Establish a method of communication with the line manager if the employee is absent so that they are aware that the employee is safe | The colleague and manager should discuss. |
| Ensure daily communication is maintained with the employee during any absence | The colleague and manager should discuss. |
| Identify a work contact for support and an emergency contact should the organisation be unable to contact the employee | The colleague and manager should discuss. |
| 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) | Please contact the [IT Helpdesk](https://www.exeter.ac.uk/departments/it/help/). |
| Set up firewalls to block e-mails/divert e-mails to a separate folder (these can also be used to demonstrate harassment) | Please contact the [IT Helpdesk](https://www.exeter.ac.uk/departments/it/help/). |
| 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 colleague priority parking close to the building. | Please contact the [Car parking team](https://www.exeter.ac.uk/staff/car-parking/contactus/contact/). |
| **Section A** | **How to** |
| Escort colleague to and from their cars or public transportation. | Estate Patrol offer the 'Guardian Angel' process. This is where the colleague 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 cannot be offered regularly due to staff numbers. |
| Help colleague vary their route to and from work. | The colleague and manager should discuss and can use the [personalised travel plan](http://www.exeter.ac.uk/sustainability/travel/personalisedtravelplan/) to offer other options. |
| Help the colleague find a safe way of getting to and from work. | The colleague and manager should discuss. |
| Minimise risks if work requires visits outside the office – changing duties/allowing another colleague to accompany them/ensuring they have a mobile phone with them. | The colleague and manager should discuss. |
| Issue the colleague with a mobile phone that is pre-programmed with emergency response number. | Please ask your Department's Business Manager about the process for ordering new equipment and if needed contact the [IT Helpdesk](https://www.exeter.ac.uk/departments/it/help/). |
| **Section B** |  **How to** |
| Change the colleague’s telephone number and/or divert telephone calls from the perpetrator (but monitor as they will help provide evidence of harassment if needed). | Please contact an HR Advisor. |
| Set up firewalls to block e-mails/divert e-mails to a separate folder (these can also be used to demonstrate harassment). | Please contact the [IT Helpdesk](https://www.exeter.ac.uk/departments/it/help/). |
| **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 colleagues to never divulge personal information about employees to callers (such as addresses, telephone numbers, or shift patterns). | The manager should remind colleagues of this in team meetings. |
| **Section C** | **How to** |
| Temporary adjustments at work can be implemented, consider both physical and psychological symptoms. | The colleague and manager should discuss and involve an HR Advisor if needed. |
| Physical symptoms may warrant consideration of DSE requirements, work tasks if it is a physical role, mobilising around site and physical stamina. | The colleague and manager should discuss and involve the [Health and Safety](http://www.exeter.ac.uk/staff/wellbeing/safety/safetyguidance/dse) team. |
| Psychological symptoms may warrant consideration to signposting to the EAP, buddying up with a colleague, reducing mentally demanding work tasks | The colleague and manager should discuss and involve a HR Advisor if needed. Our [Employee Assistance Programme (EAP)](https://www.exeter.ac.uk/staff/wellbeing/mentalhealth/spectrum/) is a confidential, neutral service provided by an external company to support colleagues at the University. |
| 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 | The colleague and manager should discuss and involve [Occupational Health](http://www.exeter.ac.uk/staff/wellbeing/oh/referraltooccupationalhealth/guidanceformanagers/) if needed. |
| Consider adjusting the employee workload or hours temporarily | The colleague and manager should discuss and involve [Occupational Health](http://www.exeter.ac.uk/staff/wellbeing/oh/referraltooccupationalhealth/guidanceformanagers/) or an HR Advisor if needed. |
| Any health issues impacting on work or if work is impacting on health, then a referral to Occupational Health is recommended. | The colleague and manager should discuss and involve [Occupational Health](http://www.exeter.ac.uk/staff/wellbeing/oh/referraltooccupationalhealth/guidanceformanagers/) or an HR Advisor if needed. |
| **Section D** | **How to** |
| Adjusting performance targets and/or allowing the employee to change their workload | The manager should reflect on adjustments and involve [Occupational Health](http://www.exeter.ac.uk/staff/wellbeing/oh/referraltooccupationalhealth/guidanceformanagers/) or an HR Advisor if needed. |
| Consider a referral to Occupational Health | The colleague and manager should discuss and complete an [Occupational Health referral](http://www.exeter.ac.uk/staff/wellbeing/oh/referraltooccupationalhealth/guidanceformanagers/) if needed. |
| Signposting to the Employee Assistance Programme (EAP) for advice/counselling | Our [Employee Assistance Programme (EAP)](https://www.exeter.ac.uk/staff/wellbeing/mentalhealth/spectrum/) is a confidential, neutral service provided by an external company to support colleagues at the University.  |
| **Section E** | **How to** |
| Arrange for salary to be paid into a different bank accountor by cheque | The colleague will need to send in bank details and come in with ID, but if it is short notice they can take a scanned form and a scanned ID card if you as their manager agree too. Bank details must be changed a week before payroll closes at the latest, 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  | Financial advice can be obtained from our EAP, [Citizen’s Advice Bureau](https://www.citizensadvice.org.uk/) or via our [Financial Wellbeing Toolkit](https://www.exeter.ac.uk/staff/wellbeing/othersupport/financialwellbeing/). |

**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/>You can contact First Light on 0300 777 4777 during normal office hours.Alternatively contact Cornwall Domestic Abuse 24hr Helpline on 01872 225629. |
| 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/> |
| East Cornwall Women's Refuge |   | You can contact on 01726 871244. |
| Galop (previously Broken Rainbow Cornwall) | DV advice for LGBTQIA+ people. | <https://galop.org.uk/types-of-abuse/domestic-abuse/>  |
| 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 support. | <https://www.devon.gov.uk/dsva/>Devon's domestic abuse helpline0345 155 1074Rape crisis helpline0808 802 9999 |
| Fear Free | For medium or high risk of domestic abuse and/or where the experience of domestic abuse is at acute or chronic levels.  | <https://www.fearfree.org.uk/> Call 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 |  A multi-agency strategy, to end domestic violence in Exeter, East and Mid Devon. SAFE continues to work collaboratively with other domestic violence and abuse organisations in the South West, as well as with a wide range of statutory bodies and other voluntary agencies. | <https://www.devonservices.org.uk/service/stope-abuse-everyone/>  |

 **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 2000247 [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 | A 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 | A helpline which supports victims and survivors of forced marriage and honour-based abuse | 0800 599 9247 [www.karmanirvana.org.uk/](http://www.karmanirvana.org.uk/%E2%80%AF)  |
| The Man Kind Initiative | 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 | An organisation offering 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/) |
| Sikh Women's Aid | A charity focussed on support and guidance for Sihk/ Panjabi women suffering domestic abuse. | [www.sikhwomensaid.org.uk](http://www.sikhwomensaid.org.uk/) |
| National Stalking Helpline | A helpline providing 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 8020300 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.<https://www.hestia.org/brightsky>  |