

Domestic Violence Guide for employees

This guide outlines the approach to take when an employee is affected by domestic violence

Main topic areas

- Overview
- Domestic violence - definition
- Signs of domestic violence
- Supporting employees
- Support for employees
- Where to go for further information
- Related documents

Getting help

Contact your manager if you have any queries about this guide.

Managers can obtain advice by:

Calling the HR Services Advice Centre on 0845 6060603 / 5456 7100

Managers working for Parcelforce Worldwide should call 0845 6042787 / 5456 4747

For web access please go to:

<https://www.psp.royalmailgroup.com>



Domestic violence

Overview

This guide outlines the approach for employees to take when a person is affected by domestic violence. This guide applies to all employees.

There are a number of places where employees may find help and support and this guide provides information and contact details. This guide will outline various aspects of domestic violence and abuse, including different definitions, the impact and signs, signposting for support and any legal information required.

Domestic violence - definition

Domestic violence is defined as any incident of threatening behaviour, violence or abuse, which could be psychological, physical, sexual, financial or emotional, between adults who are or have been intimate partners or family members, regardless of gender, sexuality or cultural background.

Signs of domestic violence

It is important for managers to be aware of some of the effects an employee may experience as a result of being subject to domestic violence.

Signs to look for may include:

- Repeated discussion of marital/relationship issues
- Bruises, chronic headaches, abdominal pains and muscle aches
- Vague non specific medical complaints resulting in recurrent absenteeism
- Increased use of alcohol or drugs
- Signs of fear, anxiety or depression
- Fatigue
- Decrease in Job performance
- Tension around receiving repeated personal phone calls
- Tardiness or very early arrival at work
- Repeated requests to leave early
- Repeatedly staying at work late
- Repeatedly arriving late at work
- Employee becoming withdrawn and defensive

Supporting employees

Employees experiencing domestic violence and abuse are encouraged to report this to their manager, a union representative or a colleague. Where an employee informs their manager that they are experiencing domestic violence it is important that the manager listens to the employee's concerns, is sympathetic, non judgmental and discusses any specific support the employee may require. The aim will not be to counsel the employee but to offer support and the relevant information through signposting them to the specialist organisations.

The manager can consider

- Other Time Off for relevant appointments
- Temporary or permanent changes to working times and patterns
- Changes to a duty to avoid potential contact with the abuser
- Relocation to a different work area or team

Managers are advised to contact the HR Contact Centre for support and advice.

Support for employees

Support in Royal Mail Group

Support can be accessed on the Royal Mail Help helpline.

HELP is the confidential and independent helpline – provided free for employees and available 24 hours a day.

HELP can be accessed by:

- Calling 0800 6888 777

Visiting www.rmghelp.co.uk

External sources of support

- Victim support can provide support for victims of all crimes including Domestic Violence 0845 30 30 900 www.victimsupport.org.com
- National Domestic Violence helpline (24 hour service) 0808 20000 247
- English National Domestic Violence 0808 2000 247
- Northern Ireland Women's Aid 0800 917 1414 (24 hours)
- Scottish Domestic Abuse 0800 027 1234
- Wales Domestic Abuse 0808 801 0800
- Male Advice & Enquiry 0808 801 0327
- Dyn Wales/Dyn Cymru 0808 801 0321
- Respect (for domestic violence perpetrators) 0845 122 8609
- Broken Rainbow 0300 999 5428
- Women's aid www.womensaid.org
- Refuge- refuge.org.uk

Where to go for further Information

The "Getting help" box on the front of this guide tells you where to find more information. Guidance is also available on the *Policy and Information Site on PSP*.

Related documents

You may find it useful to read the following documents located on the Policy & Information site on PSP in conjunction with this guide.

- *Other Time Off Policy*
- *Other Time Off Guide*
- *Keeping Records Guide*