

DENBIGHSHIRE COUNTY COUNCIL



.....Directorate/Service

.....Department

Definition clearly stated: Policy

**Workplace policy on Domestic Abuse,
Violence against Women and Sexual Violence**

Author/Custodian:

Date agreed & Implemented:

Agreed by:

Review date:

and

Frequency:

Equality Impact Assessment completed

(An Equality Impact Assessment offers an opportunity for staff to think carefully about the impact of their work on local people and other members of staff).

Date:

Internal or Public Domain:

Version Control

Example below of the use of the version control table:

Ref	Status	Date	Reason for Change	Authorised
V2	Consultative Draft	11.04.13	New Policy	Catrin Roberts
V3	Consultative Draft	14.10.13	Comment from Trade Unions	Catrin Roberts
V4	Consultative Draft	16.01.14	Feedback from Welsh Government	Catrin Roberts

Denbighshire County Council

Title: Workplace Policy on Domestic Abuse , Violence Against Women and Sexual Violence

Contents:

1. Policy Statement
2. What is Domestic Abuse , Violence Against Women and Sexual Violence?
3. Legal Obligations
4. Aims of the Policy
5. Application/Scope of the Policy
6. Roles and Responsibilities
7. Common Myths
8. Perpetrators
9. Application of Procedures
10. Appendices

1. Policy Statement

Denbighshire County Council (DCC) condemns domestic abuse, violence against women and sexual violence and recognises it is both a crime and unacceptable. We are committed to developing a workplace culture in which there is zero tolerance for domestic abuse, violence against women and sexual violence and recognises that the responsibility for domestic abuse, violence against women and sexual violence lies with the perpetrator.

We aim to create a safer workplace by understanding the risks and consequences in the workplace for victims/survivors of domestic abuse, violence against women and sexual violence. We also wish to send out a strong message that domestic abuse, violence against women and sexual violence is unacceptable. If the Council is made aware of an employee who has been accused of, or charged with domestic abuse, violence against women or sexual violence, the council should consider whether this has any impact on the role they undertake and if so whether an investigation into the allegations is necessary. Each case will be considered on an individual basis.

If the domestic abuse, violence or sexual violence has taken place during working hours or on the council's premises, the council will commission an investigation into the allegations, and dependent on the outcome will take appropriate action in accordance with council policy.

At Denbighshire County Council we aim to support individuals through periods of domestic abuse, violence and/or sexual violence and where possible, provide advice and information to aid the affected individuals and colleagues to cope with such circumstances.

Our policy recognises that support can be made available to those who are perpetrators of domestic abuse, violence and sexual violence. This provision is to aid the cessation to the cycle of abuse.

The intention is to ensure that if such issues do arise, they are dealt with in a way that is both clear and fair to the employee.

Denbighshire County Council (DCC) believes that flexible and supportive policies have benefits for staff, the council users and the Council.

DCC already has a role in the prevention of domestic abuse, violence against women and sexual violence; support to these victims is through its involvement in the Community Safety Partnership. The development of a work place policy demonstrates our commitment to tackling these issues and of raising awareness.

2. What is Domestic Abuse, Violence against Women or Sexual Violence?

Domestic Abuse

Domestic abuse is the misuse of power and control by one individual over another individual within the context of a close personal relationship. Domestic abuse can include a wide range of abusive and controlling behaviours, including:

- Physical abuse
- Psychological abuse
- Emotional abuse
- Sexual abuse
- Financial control

The Welsh Assembly National Domestic Abuse Strategy defines domestic abuse as:-

‘the use of physical and/or emotional abuse or violence, including undermining of self-confidence, sexual violence or the threat of violence, by any person, who is or has been in a close relationship with the victim, including abuse of parents or adult children’

Domestic abuse is an important issue for all. It has no boundaries in terms of geography, wealth, race, religion, disability, age or sexuality. Statistically at least 10% of employees are likely to be victims or survivors of domestic abuse every year.

It is important to recognise that while domestic abuse can affect both sexes, women and men’s experiences of violence are different. It should also be recognised that there can be additional issues for employees because of their ethnic background, religion, age, sexuality or disability.

Violence against women

Violence against women is defined by the **United Nations** as ‘any act of gender-based violence that results in, or is likely to result in physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or private life’

Accordingly, violence against women encompasses but is not limited to the following:

1. Physical, sexual and psychological violence occurring in the family, including battering, sexual abuse of female children in the household, dowry-related violence, marital rape, female genital mutilation and other

traditional practices harmful to women, non-spousal violence and violence related to exploitation;

2. Physical, sexual and psychological violence occurring within the general community, including rape, sexual abuse, sexual harassment and intimidation at work, in educational institutions and elsewhere, trafficking in women and forced prostitution;
3. Physical, sexual and psychological violence perpetrated or condoned by the State, wherever it occurs.”

Sexual Violence

Any sexual act, attempt to obtain a sexual act, unwanted sexual comments or advances, or acts to traffic , or otherwise directed against a person’s sexuality using coercion, by any person regardless of their relationship to the victim, in any setting.

(Appendix 2 for examples of domestic abuse and sexual violence and warning signs)

2. Legal Obligations

Under the Human Rights Act we have an obligation to protect the human rights of individuals and to ensure that their human rights are not being violated. The Equality Act 2010 also states we have a duty to eliminate unlawful discrimination, harassment and victimisation including harassment by third parties. There are also various Health & Safety laws relevant to violence at work and by producing this policy we aim to ensure we are honouring our legal obligations.

The main responsibilities of employers and employees for the health and safety of people at work are defined by the Health and Safety at Work Act 1974; The Management of Health and Safety at Work Regulations 1992; The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995; The Health and Safety (Consultation with Employees) Regulations 1996. These procedures will apply to most situations of violence and potential violence at work. However, managers may have extra factors to consider if these incidents involve domestic abuse. Incidents may involve violent partners or ex-partners visiting the workplace, abusive phone calls, or intimidation or harassment of the victim or other employee by the alleged perpetrator.

The above outline why there are many legislative reasons why an employer should offer support to affected staff. For further details please refer to **(Appendix 3)**

4. Aims of the Policy

Domestic Abuse, violence against women and sexual violence is not a private matter and can impact greatly on an individual's working life. Research shows that 75% of domestic abuse victims are targeted at work and 20% of women take time off work because of domestic violence¹. It is possible for perpetrators to use workplace resources, such as phones, email and other means to threaten, harass or abuse their victim.

Every year across the UK at least three million women experience violence and many more are living with the legacies of past abuse² every week at least two women are killed by violent partners or ex-partners³

In England and Wales £2.7billion⁴ a year is lost through economic output due to decreased productivity, administrative difficulties from unplanned time off, lost wages and sick pay. A Home Office report in 1999 stated that 1 in 4 women and 1 in 6 men will experience domestic abuse at some point in their life.

Domestic abuse can go beyond actual physical violence. It can also involve emotional abuse, the destruction of a spouse's or partner's property, their isolation from friends, family or other potential sources of support, control over access to money, personal items, food, transportation and the telephone, honour based violence, forced marriage and stalking.

Domestic abuse includes actual harm of children as part of controlling women and is a strong indicator of child abuse. The Children's Act has extended the definition of 'harm' to include any impairment to a child's health and development as a result of witnessing the ill treatment of others. Ill treatment is broader than physical violence and includes sexual abuse and forms of ill treatment such as seeing a person harassed or intimidated by another person.

Domestic abuse is rarely a 'one off' occurrence but is frequent and persistent, aimed at instilling fear into, and compliance from the victim. Once it has started it often becomes more frequent and more violent. On average a victim of domestic abuse can be assaulted up to 35 times before they report the matter to the police.

¹ <http://www.equalityhumanrights.com/wales/projects/your-business-workplace-policies-on-domestic-abuse-and-mental-health/domestic-abuse-is-your-business/>

² Coy, M, Kelly, L & Foord, J (2009) *Map of Gaps 2: The postcode lottery of Violence against Women support services in Britain*, London: End Violence Against Women

³ Home Office (2003) Reducing homicide report. London: Home Office.

⁴ Walby, S (2004) *The Cost of Domestic Violence*, London: Women and Equality Unit
Jaffe et al (1986) The impact of police charges in incidents of wife abuse, *Journal of Family Violence*1(1): 37 - 39

Statistics also tell us that the risk of serious assault, permanent injury or even murder increases when an individual decides to leave home or immediately after.

5. Application/Scope of the Policy

The policy applies to all council employees and elected members with the exception of:-

- Agency workers
- Volunteer staff or contractors

The policy will apply to full-time, part-time, fixed term and temporary employees who have an employment contract with the council, regardless of the hours worked.

6. Roles & Responsibilities

6.1 Why is this a workplace issue?

Domestic abuse, violence or sexual violence can be a performance and productivity concern. The effects of domestic abuse, violence or sexual violence can include decreased productivity, lateness, stress, absenteeism, errors and increased employee turnover.

Work colleagues may also be affected; they may be followed to and from work, or subject to questioning about the victim's contact details or location.

It is important to recognise that although domestic abuse, violence or sexual violence impacts on the health, safety and wellbeing of employees, for some individuals suffering from domestic abuse, violence or sexual violence, being at work can be a safe haven. A supportive workplace is essential as it can also help protect and provide a route to safety.

The council has a duty to meet its obligations to ensure employees have the right to work in a safe environment and is committed to its responsibilities.

6.2 Employee activity

If you are the victim of domestic abuse, violence or sexual violence and wish to disclose such details, it is advisable to speak to your Supervisor/Line Manager in the first instance. Should you prefer not to do this, you may choose to speak to a member of the Occupational Health Department, the HR Department, or your Trade Union. You may also choose to speak to your colleagues about your situation. In any disclosure it is recommended you consider the support you wish to receive and who can arrange this for you.

6.3 What you can expect as a victim/survivor of domestic abuse, violence or sexual violence

DCC is committed to ensuring that anyone disclosing domestic abuse, violence or sexual violence will be believed and supported.

Employees who disclose domestic abuse, violence or sexual violence to a manager can expect a sensitive and non-judgmental response and should be able to discuss how the organisation can support them.

Remember:

- It is not your fault
- You will be believed
- There is support available

Employees can expect DCC to support them to access confidential help and support if they want to.

DCC recognises that becoming free from abuse is a process that can take a long time, and will not judge any decisions made by employees, but will provide on-going non-judgmental support.

6.4 Managers Responsibilities

Domestic Abuse, violence against women or sexual violence is often perceived as a private matter rather than a workplace issue and managers may be reluctant to raise the issue with employees for a range of reasons including not knowing how to respond. However research show that victims of domestic abuse, violence and sexual violence within a sensitive environment would welcome workplace support as it can be the first step to safety planning.

Employers have an important part to play in referring victims and perpetrators of domestic abuse, violence and sexual violence to specialist organisations, helping them access the range of support they need and putting in place measures to increase their safety.

It is recognised that all people managers are able to:

- Recognise the problem (look for signs and ask)
- Respond appropriately
- Record the details
- Signpost where necessary to supporting agencies/charities
- Support those experiencing domestic abuse in a sympathetic, non-judgemental and confident manner.

- Maintain confidentiality of information (except where there are concerns about children or vulnerable adults)

6.5 Human Resources responsibilities

- Central responsibility for developing a policy and keep updated.
- Ensure managers receive basic domestic abuse, violence against women & sexual violence awareness training.
- Ensure awareness is raised of policy implementation for all DCC employees
- Maintain confidentiality of information (except where there are concerns about children or vulnerable adults)

6.6 Employees responsibilities

- Take basic steps to assist friends and colleagues
- Behave in a supporting manner
- Assist affected colleague in gaining confidence to tackle and report the problems they are experiencing

7. Common Myths about Domestic Abuse and Work

Myth 1

Domestic violence is about an employee's personal life and has no impact on my business.

Fact: Domestic violence has an impact on the financial strength and success of the organisations for which its victims work. Domestic violence leads to decreased productivity and poor performance, erratic attendance, absenteeism and employee turnover.

Myth 2

Domestic violence victims are safe at work

Fact: Research indicates that nearly 75 per cent of domestic abuse victims are targeted at work - from harassing phone calls and abusive partners arriving at the office unannounced, to physical assaults. Once a person leaves an abusive partner they are especially vulnerable at work, as it may be the only place they can be located or harmed. Also, many people meet their partners at work. If both perpetrator and victim work for the same organisation, there are more opportunities for victims to be targeted there.

Simple, practical measures such as alerting security personnel, varying start and finish times or providing a mobile phone can thwart violent perpetrators and protect victims.

Myth 3

Supporting victims will mean turning our managers or HR staff into social workers

Fact: It's not necessary for organisations to have specialised expertise in house; Employees can be referred to domestic violence helplines or other sources of advice. By being aware of how domestic violence can affect victims and being ready to make adjustments to assist them, employers can complement this specialist help with practical support.

Myth 4

Domestic violence only affects women

Fact: Domestic violence can happen to men as well as women. However it is true that more women than men are victims, including the majority of repeat victims. Domestic violence does not only harm the victim. Parents, children, siblings and friends can also be profoundly affected – including their work. Abuse against children can often take place at the same time as abuse against a woman. A conservative estimate is that in 40% of cases of domestic abuse, the man is abusing both his partner and the children.

8. Perpetrators

Domestic abuse, violence against women and sexual violence perpetrated by employees will not be condoned under any circumstances nor will it be treated as a purely private matter.

Employees are expected to abide by the Council's Code of Conduct. The Code states that employees of DCC and office holders must keep to the standards of the Code. If they do not do this, it will be considered a serious matter and could result in disciplinary action and dismissal.

If an employee approaches DCC about their abusive behaviour, DCC will provide information about the services and support available to them, and will encourage the perpetrator to seek support and help from appropriate source.

DCC will treat any allegation, disclosure or conviction of a domestic abuse, violence against women and sexual violence related offence on a case-by-case basis.

The issues surrounding domestic abuse, violence against women and sexual violence can be complex and advice should be sought from HR Direct.

Employees should be aware that domestic abuse, violence against women and sexual violence is a serious matter that can lead to criminal convictions.

In line with the terms and conditions of employment with the Council, employees are required to inform their line manager if they are charged with, or convicted of, a criminal offence.

Where employees are charged or convicted of a criminal offence outside of their employment with the Council, appropriate disciplinary action may be taken where the offence has a bearing on your employment. Where perpetrators are employed in posts requiring a valid CRB disclosure, a caution or conviction relating to domestic abuse and sexual violence may have an adverse impact on their suitability to remain in that post.

Any employee, who threatens, harasses or abuses a partner or family member at, or from the Council's workplace will be subject to disciplinary action up to and including dismissal. This includes employees who use Council resources such as phones, fax machines, email, mail or other means to threaten, harass or abuse a partner or family member.

Conduct outside work (whether or not it leads to a criminal conviction) can also lead to disciplinary action against an employee because of its employment implications. In addition such conduct may make certain job duties inappropriate and justify dismissal or redeployment. It will not be appropriate for a perpetrator of domestic abuse, violence against women and sexual violence to be providing services to vulnerable adults and children.

Similarly, proven harassment and intimidation of Council employees by their partner or ex-partner who also works for the Council will be viewed seriously and may lead to disciplinary action being taken

9. Application of Domestic Abuse Policy

I. Management activity

If domestic abuse, violence or sexual violence is disclosed, undertaking a risk assessment can ensure that the potential risk to employees and colleagues is identified, **(Appendix 1 Manager's pathway following disclosure of Domestic Abuse involving DCC employee)**

II. The role of Denbighshire County Council and the Multi Agency Risk Assessment Conference (MARAC)

The main aim of the MARAC is to reduce the risk of serious harm or homicide for a domestic abuse victim and to increase the safety, health and wellbeing of other victims, both adults and children. In a MARAC local agencies, including the local council, will meet to discuss the highest risk victims of domestic abuse in their area. Information about the risks faced by those victims, the actions needed to ensure safety, and the resources available locally are shared and used to create a risk management plan involving all agencies.

Disclosures to MARAC are made under the Data Protection Act and Human Rights Act. Information can be shared when it is necessary to prevent a crime, protect the health and/or safety of the victim and/or the rights of freedom of those who are victims of abuse and/or their children. It must be proportionate to the level of risk of harm to a named individual or known household. Further information - Coordinated Action Against Domestic Abuse (CAADA) www.caada.org.uk

It is important to note that each person's needs are different and that any measures should only be used with the authorisation / consent of the individual concerned.

Line managers must never attempt to mediate between an employee and a perpetrator of domestic abuse and/or violence or suggest that they access professional mediation services. If the perpetrator becomes aware that someone knows about the abuse and/or violence, this could compromise the employee's safety or make a difficult situation even worse.

III. Examples of practical support in the workplace

There can be a number of clear steps identified which will ensure that those experiencing domestic abuse and sexual violence are able to work in a safe and supported workplace.

- Checking that staff have arrangements for getting safely to and from work
- Where possible, offer a secure parking space or different parking space
- Consider offering a temporary or permanent change of workplace.
- For office based staff, alert reception and security staff if the abuser is known to come to the workplace
- Provide a copy of a photograph of the abuser to reception and security staff
- Where practical, offer changes in specific duties, such as not expecting the employee to answer telephones or sit on reception
- Offer a 'fast-track' service for changing bank details in order that salaries are not paid into a joint account, immediately after a colleague has left an abusive partner
- Allow time off to organise practical things such as a locksmith to change the locks on the house.
- Work with other public bodies to provide support, e.g. contact the children's school and advise on who should collect the children
- Arrange a referral to the Occupational Health Department so they can assess the most appropriate support provision available from the Authority.
- Identify a work contact for support and an emergency contact should the organisation be unable to contact the employee.
- Use existing policies to allow the individual to change work patterns or workload and allow flexible or more flexible working or special leave to facilitate any practical arrangements that are required, such as seeking

legal advice, attending counselling, support group meeting, or to attend court.

- Divert phone calls and email messages.
- Reviewing content of personal information can help, such as temporary or new addresses, bank or health care details.
- Review the employee's next of kin information – the ex-partner / partner may still be listed.
- Move the employee out of public view, i.e. they are not visible from reception points or ground floor windows.
- Ensure, where possible, the employee does not work alone or in an isolated area.
- Agree with the employee what to tell colleagues and how they should respond if the (abusive) partner / ex-partner telephones or visits the workplace.
- Keep a record of any incidents of abuse on the workplace, including persistent telephone calls, emails or visits to the employee by their partner / ex-partner.
- Arrange a referral to the Occupational Health Department so they can assess the most appropriate support provision available from the Authority.

IV. Trade Union Support

Trade Unions offer many benefits of membership and one of these may be counselling support, financial advice etc. This information is only available directly from the Trade Union or their representation within the workforce. For further information, contact the respective Union directly.

V. Additional Support via Other Workplace Policies

To support and offer flexibility to affected employees please refer to other workplace policies to test their suitability of application.

- Emergency Leave
- Time off work
- Annual leave
- Flexi time / TOIL
- Career Break

VI. Additional Support via Other Workplace Departments

Below are the departments that could supply support or guidance to aid the situation.

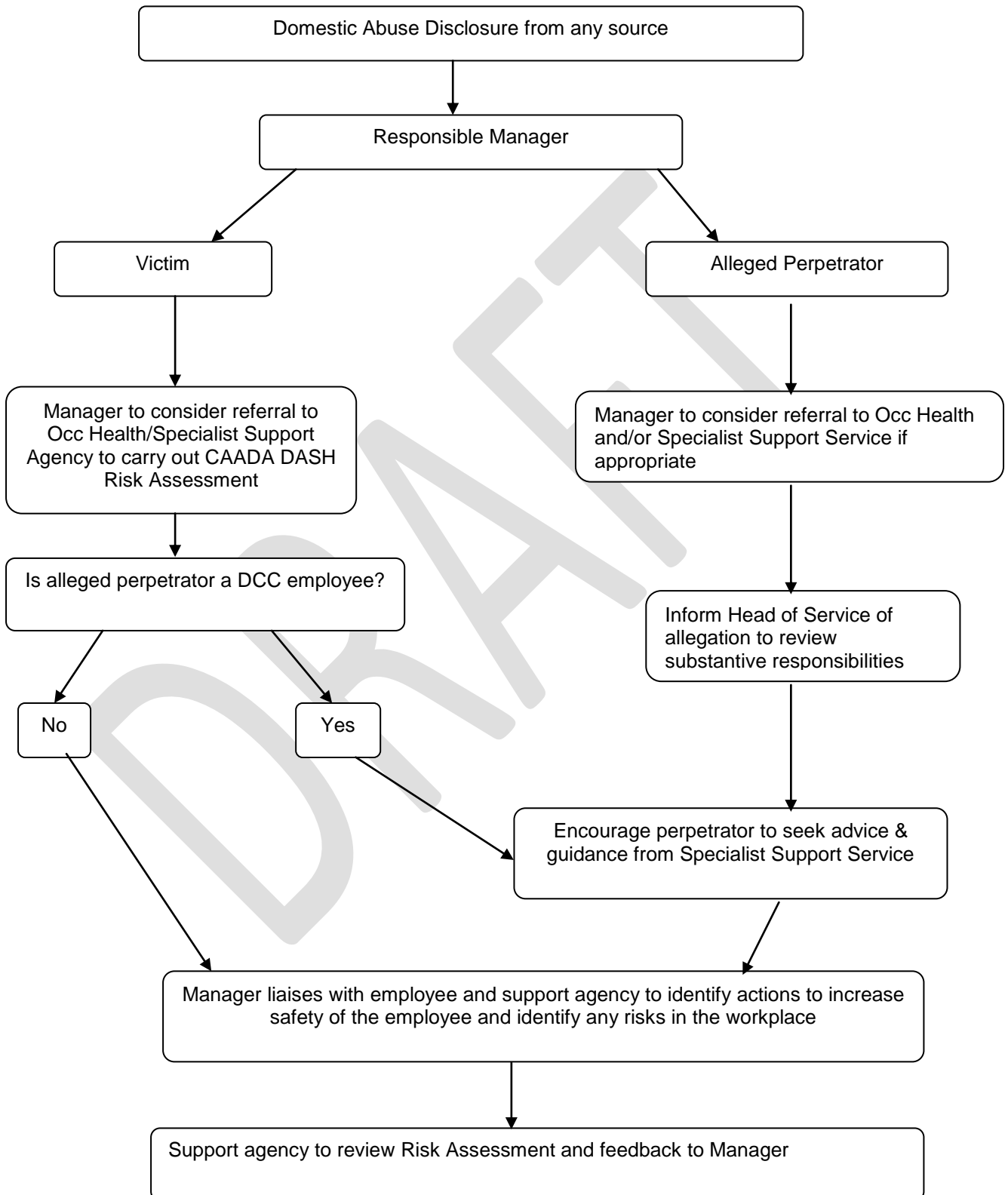
- Occupational Health
- Social Service
- Housing
- Welfare Rights

It is not the responsibility of the manager to stop the abuse or help an employee escape from an abusive relationship. The most effective role an employer can play is to signpost the employee to local and national agencies who have the expertise to assist and provide on-going specialist support. **(Appendix 4 Support Agencies)**

DRAFT

Appendix 1

Manager's pathway following disclosure of Domestic Abuse involving DCC employee



Examples of Domestic Abuse, Violence Against Women or Sexual Violence:

Physical abuse:

Physical abuse is the use of physical force against someone in a way that injures or endangers that person. Physical assault is a crime, whether it occurs inside or outside of the home or family.

Emotional abuse:

Emotional abuse is often minimised or over looked – even by the person being abused. The aim of emotional abuse is to chip away at feelings of self-worth and independence. A victim may feel there is no way out of a relationship or that without their abusive partner, they have nothing.

Emotional abuse includes verbal abuse such as yelling, name-calling, blaming and shaming. Isolation, intimidation and controlling behaviour also fall under emotional abuse.

Sexual abuse

The World Health Organisation's definition of sexual violence/abuse is:

“Any sexual act, attempt to obtain a sexual act, unwanted sexual comments or advances, or acts to traffic, or otherwise directed, against a person's sexuality using coercion, by any person regardless of their relationship to the victim, in any setting, including but not limited to home and work”.

Examples: rape, unwanted sexual advances or sexual harassment (including demanding sex in return for favours), denial of the right to use contraception or to adopt other measures to protect against sexually transmitted diseases, forced abortion, genital mutilation, forced prostitution. this list is not exhaustive

- 45% sexual assault committed by current partner
- 74% sexual assault occurs in the person own home
- attacks by partners double risk of physical injury

Financial abuse

An abuser's goal is to control; they will frequently use money to do so. Economic or financial abuse includes:

- rigidly controlling finances
- withholding money or credit cards
- withholding basic necessities (food, clothes, medications, shelter)
- stealing from the victim
- sabotaging their partner's job (making them miss work, calling constantly)
- preventing their partner from working or choosing their own career

Warning Signs of Domestic Abuse

- General Warning signs
 - Seem afraid or anxious to please partner
 - Check in often with their partner to report where they are and what they're doing
 - Receive frequent, harassing phone calls from the partner
 - Talk about the partner's temper, jealousy or possessiveness.
- Warning signs of physical abuse
 - Frequent injuries with the excuse of 'accidents
 - Frequently miss work or social occasion without explanation
 - Dress in clothing designed to hide bruises or scars (wearing long sleeves in the summer or sunglasses indoors)
- Warning signs of psychological abuse
 - Low self-esteem, even if the individual used to be confident
 - Major personality changes (outgoing person becomes withdrawn)
 - Depression, anxiety

The Legal Reasons

Human Rights Act

Under the **Human Rights Act** all public bodies have an obligation to protect the human rights of individuals and to ensure that their human rights are not being violated. Domestic abuse denies individuals the most fundamental of human rights.

The articles most relevant are:

- Article 2: Right to life
- Article 3: Right to be free from torture, inhumane and degrading treatment
- Article 8: Right to family and private life, which extends to physical and psychological integrity

The Equality Act 2010 includes a definition of harassment that covers harassment by third parties. For example, this could mean harassment by a partner or ex-partners through repeated phone calls, faxes or emails and unplanned visits to the workplace. Employers will be liable if they fail to take reasonably practicable steps to prevent harassment from occurring if they have been made aware of its occurrence on at least two separate occasions.

The **Gender Equality Duty (GED)** requires all public authorities to have due regard to the need:

- To eliminate unlawful discrimination and harassment and
- To promote equality of opportunity between men and women

The **GED** requires all public authorities to prioritise action to address the most significant gender inequalities and take actions that could deliver the best gender equality outcomes.

Health and Safety laws ensure workers have the right to work in a safe environment where risks to health and wellbeing are considered and dealt with efficiently.





Appendix 4

External Support via Regional & National Agencies

In an emergency call the Police on 999 (non emergencies on 101)

Organisation	Service provided	Contact Number	Website/Email/Address
Wales Domestic Abuse & Sexual Violence Helpline	The Wales domestic abuse helpline offers free confidential information and support to women men and children experiencing domestic abuse. It is also an information service for people who are concerned about someone they know, and for agencies that need information on the support available in Wales for adults and children. They also hold a register for Refuge space.	080880 10 800	www.wdah.org.uk
English National Domestic Violence Helpline		0808 2000 247	
Welsh Women's Aid	Practical help and advice for adults and children		www.welshwomensaid.org
Colwyn Women's Aid	Help/Advice/Support/Refuge	01492 534705	
Aberconwy Domestic Abuse Service	Help/Advice/Support Women & Men Refuge - Women	01492 872992	
North Denbighshire Domestic Abuse Service	Help/Advice/Support Women & Men Refuge - Women	01745 337104	
Glyndwr Women's Aid	Help/Advice/Support/Refuge	01745 814494	
Refuge	Refuge is one of the largest single providers of specialist accommodation and services to women and children escaping domestic violence, supporting over 1000 women and children every day.		www.refuge.org.uk
Respect	Respect is the UK association for professionals working with domestic violence perpetrators and associated support services. The organisation's key aim is to increase the safety of those experiencing domestic violence through promoting effective interventions with perpetrators.	0845 1228609 (concerned about behaviour towards partner and want to stop?)	www.respect.uk.net
Choose2change	For men who want to change their abusive behaviour	01745 345929	relatecymru.org.uk

Victim Support (North Wales)	Offer free and confidential emotional support and practical help to victims of crime, their family, friends and anyone else affected.	0845 241 2410	www.victimsupport.org.uk
Citizens Advice Bureau	The Citizens Advice Bureau Service offers free, confidential, impartial and independent advice on a range of issues including debt, benefits, housing and legal matters. Advisers can help individuals to fill out forms, write letters negotiate with creditors and represent individuals at court.		www.adviceguide.org.uk
Action on Elder Abuse (UK)		0808 808 8141	
North Wales RASA (Rape & Sexual Assault Service)	Rape and sexual support centre provides services for males and females aged 14+ who have experienced any of the following: - domestic abuse includes physical, emotional and sexual, rape and ritual abuse.	01286 669266	PO Box 87, Caernarfon, Gwynedd, LL55 9AA
Amethyst - Sexual Assault Referral Centre (SARC)	Amethyst offers a confidential service for men, women and children in North Wales who have been sexually assaulted, either recently or in the past	0808 156 3658	E-mail: BCU.Amethyst@wales.nhs.uk (monitored during office hours only) www.amethystnorthwales.org.uk
Survivors UK	Provides information, support and counselling for men who have been raped or sexually abused	0845 1221201 (open Monday, Tuesday and Thursday between 7pm and 10pm) 0207 404 6234	E-mail: info@survivorsuk.org www.survivorsuk.org/
Sexual Health Wales Helpline		0845604 84 84	
Rape Crisis England and Wales	Rape Crisis provides a range of specialist services for women and girls who have been raped or experienced another form of sexual violence as children or adults.		www.rapecrisis.org.uk
Rape and Sexual Assault Abuse Support Centre	Provides a national helpline for female and male survivors, partners, friends and family.	0800 802 9999 (Open daily between noon and 2.30pm and 7pm and 9.30pm)	www.rasasc.org.uk/

Eighteen and under	Offers confidential support and information to any young person aged 18 and under who has experiences sexual, physical or emotional abuse.	0800 731 40 80	www.18u.org.uk/
British Pregnancy Advisory Service	Offer advice if you think you might be pregnant as a result of rape.	08457 30 40 30	www.bpas.org/
ChildLine	Telephone counselling and support for children and young people	08001111	
NSPCC	For children and young people	0800 800 5000	www.nspcc.org.uk
Dyn Project	Works across Wales to support men who experience domestic abuse.	0808 801 0321	www.dynwales.org
MEDA	Men experiencing Domestic Abuse	01686 610391	
Men's Advice Line	Advice and support for men in abusive relationships.	0808 801 0327 (open Monday to Friday 10am to 1pm and 2pm to 5pm)	E-mail: info@mensadviceline.org.uk www.mensadviceline.org.uk/
Broken Rainbow	Provides support for lesbian, gay, bisexual and transgender people (LGBT) experiencing domestic abuse.	08452 604460	www.broken-rainbow.org.uk
Black Association of Women Step Out (BAWSO)	A specialist agency, which can provide culturally sensitive and appropriate information and services to black and other minority ethnic groups.	0800 7318147 24 hour helpline	www.bawso.org.uk
Hafan Cymru	Provides housing and support services to women, men and children	Conwy 01492 536246 Denbighshire 01745 336524 Head Office 01267 225555	www.hafancymru.co.uk
North Wales Women's Centre (NWWC)	Dedicated centre for women whose core focus and mission is to cultivate and advance the social and economic development of women in and around North Wales – <ul style="list-style-type: none">  Health and Wellbeing  Volunteering opportunities  Counselling  Support 	01745 339331	www.northwaleswomenscentre.co.uk

<p>Independent Domestic Violence Advocates (IDVA)</p>	<p>Trained specialists whose aim is to ensure the safety of survivors of domestic abuse. They particularly focus on risk and risk management. They work directly with survivors to provide advice and support to help them make safety plans and understand the options they have. They also assist in accessing the full range of legal and non-legal services and resources and engage proactively in multi-agency work to keep victims/survivors and their children safe. Work independently from the Police and can take referrals from all agencies</p>	<p>Conwy 01492 523802</p> <p>Denbighshire 01745 339331</p>	<p>idva@hafancymru.co.uk</p> <p>idva@northwaleswomenscentre.co.uk</p>
---	--	--	---

DRAFT