

DIGITAL HEALTH AND CARE WALES

VIOLENCE, DOMESTIC ABUSE AND SEXUAL VIOLENCE WORKPLACE POLICY AND PROCEDURE

The purpose of the policy is to ensure that both victims and perpetrators of violence, including sexual violence and domestic abuse are aware of the support that is available within the Organisation. It also provides guidance to line managers when supporting employees who are affected by violence, domestic abuse, and sexual violence.

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Document author:	Velindre NHS Trust
Approved by:	Velindre NHS Trust
Date approved:	16/01/2020
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STRATEGIC OBJECTIVE	Delivering High Quality Digital Services
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WELL-BEING OF FUTURE GENERATIONS ACT	A more equal Wales
A Prosperous Wales ; A Resilient Wales ; A Healthier Wales ; A Wales of Cohesive Communities ; A Globally Responsible Wales ; A Wales of Vibrant Culture and Thriving Welsh Language	

DHCW QUALITY STANDARDS	BS 76000:2015
ISO 2000 ; ISO 27001 ; ISO 9001 ; BS 76005 ; SDI (Service Desk Institute) Standard	

HEALTH CARE STANDARD	Staff & Resources
If more than one standard applies, please list below: Staying Healthy ; Individual Care	

EQUALITY IMPACT ASSESSMENT STATEMENT	Date of submission: 23/05/2018
No, (detail included below as to reasoning)	Outcome: Approved
<p>Statement:</p> <p>Digital Health and Care Wales (DHCW) is committed to ensuring that, as far as is reasonably practicable, the way it provides services to the public and the way it treats its employees reflects their individual needs and does not discriminate against individuals or groups. An Equality Impact Assessment (EQIA) has been undertaken on this policy and the way it operates. The Organisation wanted to know of any possible or actual impact that this policy may have on any groups in respect of gender (including maternity and pregnancy as well as marriage or civil partnership issues) race, disability, sexual orientation, welsh language, religion or belief, gender identity, age or other protected characteristics.</p> <p>The assessment found that there was no impact to the equality groups mentioned and this policy will have a positive impact on all the 'protected characteristic' groups. Where appropriate, the organisation will make plans for the necessary actions required to minimise any stated impact to ensure that it meets its responsibilities under the equalities and human rights legislation.</p>	

APPROVAL/SCRUTINY ROUTE:		
Person/Committee/Group who have received or considered this paper prior to this meeting		
Local Partnership Forum	March 23, 2021	Approved

IMPACT ASSESSMENT	
QUALITY AND SAFETY IMPLICATIONS/IMPACT	No, there are no specific quality and safety implications related to the activity outlined in this report.
LEGAL IMPLICATIONS/IMPACT	No, there are no specific legal implications related to the activity outlined in this report.
FINANCIAL IMPLICATION/IMPACT	No, there are no specific financial implication related to the activity outlined in this report
WORKFORCE IMPLICATION/IMPACT	No, there is no direct impact on resources as a result of the activity outlined in this report.
SOCIO ECONOMIC IMPLICATION/IMPACT	No. there are no specific socio-economic implications related to the activity outlined in this report

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1 DOCUMENT HISTORY

1.1 REVISION HISTORY

Date	Version	Author	Revision Summary
16/01/2020	2	Velindre NHS Trust	Policy finalised

1.2 REVIEWERS

This document requires the following reviews:

Date	Version	Name	Position
31/03/2022	2	Velindre NHS Trust	Host Organisation until 31/03/2021

1.3 AUTHORISATION

Signing of this document indicates acceptance of its contents.

Author's Name:	Velindre NHS Trust		
Role:	Host Organisation until 31/03/2021		
Signature:		Date:	16 th January 2020

Approver's Name:	Michelle Sell		
Role:	Lead Executive		
Signature:		Date:	

1.4 DOCUMENT LOCATION

Type	Location
Electronic	Integrated Management System

2 INTRODUCTION

Digital Health & Care Wales is committed to support and improve the health and wellbeing of our employees. The organisation recognises that violence, domestic abuse, and sexual violence are crimes which adversely affect the health of individuals, their families, and communities. Identifying violence and / or abuse at an early stage can be an effective measure in preventing an escalation in severity and frequency and can assist to ensure that appropriate and timely support is provided. Taking a responsive and enabling approach is therefore fundamental in encouraging employees who are experiencing violence, threats, intimidation, and other forms of abuse to disclose this immediately.

The organisation has a responsibility to provide all employees with a safe and effective working environment. For some employees, the workplace is a safe haven and the only place that offers routes to safety. This policy and procedure represent a commitment to take all reasonable steps possible to combat the reality and impact of violence, domestic abuse, and sexual violence, on those being abused and to challenge the behaviour of perpetrators. The policy also aims to ensure compliance with the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015.

3 PURPOSE

The purpose of the policy is to ensure that both victims and perpetrators of violence, including sexual violence and domestic abuse are aware of the support that is available within the Organisation. It also provides guidance to line managers when supporting employees who are affected by violence, domestic abuse, and sexual violence.

It is important to note that violence, domestic abuse, and sexual violence is not condoned under any circumstance by the Organisation and all employees must adhere to the standards of professional behavior.

The aim of this policy is not to make Digital Health & Care Wales managers and employee's experts in violence, domestic abuse, and sexual violence. The aim is to educate and provide resources for managers and employees, which will enable them to identify indicators of violence / and or abuse, to sensitively "ask" the right questions and take the most appropriate "actions" to support the employee.

All employees of the Organisation have a duty of care if they:

- Witness an employee being abused; or
- Have concerns or suspicion about possible violence, including sexual violence and or abuse against an employee and/or their family.

In such instances the employee should report and discuss the matter with their manager or the employee's manager (if this is known) or the Workforce & Organisational Development team.

4 SCOPE

The policy applies to all employees of Digital Health & Care Wales.

This policy and procedure will apply equally to all employees of the Organisation who seek support, advice or assistance for the circumstances highlighted in this policy.

5 DEFINITION AND CATEGORIES OF VIOLENCE, ABUSE AND SEXUAL VIOLENCE

Domestic abuse is defined by the Home Office as:

“any incident of controlling, coercive or threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults, aged 16 and over, who are or have been intimate partners or are family members, regardless of gender and sexuality.”

Violence, domestic abuse, and sexual violence includes:

- Domestic abuse
- Female genital Mutilation (FGM)
- Forced marriage
- “Honour” based abuse
- Sexual exploitation
- Sexual violence (within or not within relationships)
- Stalking and harassment (within or not within a relationships).

The impact of violence, domestic abuse and sexual violence can range from loss of esteem to loss of life (see **Appendix 1** for details on the various types of domestic abuse).

Violence, domestic abuse, and sexual violence happens in all communities, regardless of gender, age, disability, gender reassignment, race, religion or belief, sexual orientation, marriage or civil partnership and pregnancy or maternity. When dealing with violence, domestic abuse, and sexual violence it is important to recognise differences between all protected characteristics. It follows that different approaches and resources are needed when addressing violence and/or abuse with different groups.

6 CONFIDENTIALITY AND PRIVACY RIGHTS OF EMPLOYEES VERSUS SAFEGUARDING RESPONSIBILITIES

The Social Services and Well-being Act (Wales) 2014 introduced a new duty to report to the Local Authority, if someone suspects an adult and / or child to be at risk of abuse or neglect. The Organisation acknowledges its safeguarding responsibilities. In all cases where violence, domestic abuse and sexual violence is identified in the workplace and it is known that there are children in the family, the [NHS Wales Child Protection Procedure \(2008\)](#) will be followed. Such cases will be managed in accordance with the organisation’s Public Protection Policy.

Employees who disclose that they are a victim of violence / and or abuse can be assured that the

information they provide is confidential and will not be shared with other colleagues without their permission. There are, however, some circumstances in which confidentiality cannot be assured, to ensure compliance with the above Act.

This may occur when there are concerns regarding children, vulnerable adults or where the Organisation is required to protect the safety of their employee. In these circumstances, the employee will be informed as to the reasons why confidentiality cannot be maintained. As far as possible, information will only be shared on a need to know basis.

Confidentiality cannot be assured for employees who disclose that they are a perpetrator of violence, domestic abuse and/or sexual violence.

7 THE IMPACT OF VIOLENCE, DOMESTIC VIOLENCE AND SEXUAL ABUSE

7.1 The impact of domestic abuse in the workplace

It should be noted that there may be incidents which occur in the workplace or specifically affect the work of an employee. Possible signs of domestic abuse include:

- Changes in behaviour, including uncharacteristic depression, anxiety, distraction or problems with concentration
- Changes in the quality or standards of work for no apparent reason
- Arriving late or leaving early
- Poor attendance or high presenteeism without an explanation
- Needing regular time off for appointments
- Inappropriate or excessive clothing.

7.2 The impact of domestic abuse on work colleagues

Domestic abuse also affects people close to the victim and this can include work colleagues. Some effects may include:

- Being followed to or from work
- Being subject to questioning about the victim's contact details or locations
- Covering for other workers during absence from work
- Trying to deal with the abuse and fear for their own safety
- Being unaware of the abuse or not knowing how to help.

The Organisation acknowledges that some employees may experience vicarious trauma because of supporting employees who are victims of abuse and/or violence. It is important that senior managers of the organisation are aware of this risk, as the organisation has a responsibility to limit the impact on the workforce. To limit the potential impact, all organisation employees have access to advice and support via the "Employee Assistance Programme" (See **Appendix 4**).

7.3 The impact of violence, domestic abuse, and sexual Violence on the employer

Some effects may include:

- Negative impact on productivity, performance, and morale
- Increase sickness absence
- Staff turnover, as employees may have to leave work or move away to escape the violence and/ or abuse.

8 REPORTING CONCERNS

The Organisation expects all employees to report their concerns if they suspect a colleague is experiencing or perpetrating abuse. Employees should, in confidence, speak to their manager or a member of the Workforce and Organisational Development Team about their concerns, in the first instance. They can also speak in confidence to the Organisation's Safeguarding Lead (See contact details in **Appendix 4**).

If an employee feels that they cannot or do not wish to discuss the matter with their manager or the Workforce and Organisational Development Team, they may use the confidential Crime Stoppers, reporting line on 0800 111 4444. This is a 24-hour hotline that allows any employee or private individual to report any concern they may have about a colleague or a member of the public. The hotline can be used anonymously.

9 SUPPORT FOR EMPLOYEES

There are several ways in which employees experiencing violence and / or abuse can be supported by the organisation i.e.:

- Through offering practical support
- Raising awareness generally of the issues and amongst managers
- Providing training opportunities to managers and employees
- Signposting employees to "Workplace Options" the organisation's Employee Assistance Programme (EAP) (**Appendix 4 for details**), which provides 24/7 confidential support including counselling services, information, guidance, and referrals on any personal or family issue
- Taking a clear anti-abuse / violence stance against perpetrators.

It is essential that all employees feel able to disclose this personal information and are encouraged to discuss it with their manager. If an employee feels unable to raise the matter of abuse and/or violence with their manager, support can also be sought via the Workforce and Organisational Development Department.

10 SUPPORT FOR PERPETRATORS

Violence and/or abuse perpetrated by employees will not be condoned under any circumstance, nor will it be treated as a purely private matter. Employees should be aware that violence, including sexual violence and domestic abuse is a serious matter which can lead to a criminal conviction. Conduct outside of work may lead to disciplinary action being taken against an employee. Such conduct may undermine the confidence and trust the organisation has in them. Such incidents will be managed in accordance with the organisation's Policy for the Management of Members of the Organisation's Staff (Professional Abuse / Concerns Policy).

The organisation recognises that it has a role in encouraging and supporting perpetrators to address violent and abusive behaviour of all kinds. If an employee discloses perpetrating violence and or abuse, the police should be informed as well as the employee's manager (if they are not aware of the disclosure) and a senior member of the Workforce and Organisational Development team, so that the disciplinary or other internal procedures can be considered. The employee will be provided with information about the organisation's EAP services and other support available to them (**Appendix 4**).

This procedure can be applicable in cases where an employee has:

- Behaved in a way that has harmed or threatened their partner, family member or an individual within or not within a relationship
- Possibly committed a criminal offence against their partner, family member or an individual within or not within a relationship
- Had an allegation of violence, domestic abuse, sexual violence made against them
- Presented concerns about their behaviour within an intimate relationship.

The organisation will ensure:

- The allegation(s) are dealt with fairly and in a way that is transparent and provides support for the employee, who is the subject of the allegation or disclosure
- All employees will receive appropriate support, guidance, and information
- The investigation process will be sufficiently independent and managed in a timely manner.

The employee will be:

- Treated fairly, consistently, and honestly
- Helped to understand the concerns expressed and processes involved
- Kept informed of the progress and outcome of any investigation and the implications for any disciplinary process.

10.1 Victims and perpetrators who are employed by the organisation

In cases where both the victim and perpetrator of violence and/or abuse work for the organisation, appropriate action will be taken. In addition to considering disciplinary action against the perpetrator, action may need to be taken to ensure that the victim and perpetrator do not come into contact in the workplace.

Action may also need to be taken to minimise the potential for the perpetrator to use their position or work resources to find out details about the whereabouts of the victim. This may include a change of duties or withdrawing the perpetrator's access to certain computer programs. Further advice can be sought from Workforce and Organisational Development.

11 SUPPORT PROVIDED BY MANAGERS

Violence, domestic abuse, or sexual violence is unlikely to be disclosed easily by victims or the perpetrators. There are several steps that can be taken to address the workplace effects of violence and/or abuse, including how to recognise the problem, respond and provide appropriate advice and support.

There are also several steps that managers can take to address the effects of violence and/or abuse. In many cases it is about being aware and signposting the employee to organisations that provide specialist support. **Appendix 2** sets out “**Ten steps for managers to address the effects of domestic abuse**”.

11.1 Facilitating a conversation about violence, domestic abuse, and sexual abuse

If a manager suspects that an employee is experiencing violence, domestic abuse, sexual abuse, they should facilitate a conversation to discuss this and to identify/implement appropriate support for them.

Shying away from the subject can perpetuate fear of stigma and increase feelings of anxiety. Often employees will not feel confident in speaking up, so by making the first move, to begin a conversation, can be a very important step in providing much needed support and advice.

Appendix 3 contains a “**Manager's guide to asking difficult questions**”.

11.2 Support available to employees

11.2.1 Paid Special Leave

Managers may consider offering a broad range of support to employees experiencing violence, domestic abuse, sexual abuse. Employees may need time off work to access legal or financial advice, to arrange childcare or alternative accommodation and to seek medical advice. Managers should be flexible when supporting an

employee who is experiencing domestic abuse and treat each instance sensitively and individually.

Employees should not be expected to provide proof of their circumstances. Generally, up to 3 days paid leave may be granted for each required leave period, with up to 10 days paid leave pro rata, in any rolling 12-month period.

Other types of leave may also be taken to extend the period of absence e.g. annual leave, flexitime, or time off in lieu, to attend relevant appointments.

11.2.2 Other support available

Managers may also consider:

- agreeing temporary or permanent changes to working times and patterns using existing procedures i.e. flexible working
- Changing specific duties, for example to avoid potential contact with the perpetrator in a customer facing role or a workplace situation
- Implementing measures to ensure a safe working environment, for example blocking emails / screening telephone calls; alerting reception / security if the perpetrator is known to come to the workplace; and ensuring arrangements are in place for safely travelling to and from work
- Redeploying or relocating, at the employee's request and with their consent
- Advising colleagues on a need to know basis and agree a response if the perpetrator contacts the workplace
- Providing a photograph of the perpetrator to management, security staff and reception. This may also be extended to colleagues on a need to know basis
- Reviewing the security of personal information held, such as temporary or new address and bank details.

The manager must respect the right of an employee to make their own decisions about their preferred course of action, at every stage. It is recognised that an employee may need some time to decide what to do and may try different options during this process.

12 EQUALITY

The Organisation is committed to ensuring that as far as is reasonably practicable, the way it provides services to the public and the way it treats its employees reflects their individual needs and does not discriminate against individuals or groups.

The Organisation has undertaken an Equality Impact Assessment and received feedback on this policy and the way it operates. The Trust wanted to know of any possible or actual impact that this policy may have on any groups in respect of gender (including maternity and pregnancy as well as marriage or civil partnership issues) race, disability, sexual orientation, Welsh language, religion or

belief, transgender, age or other protected characteristics.

The assessment found that there was no impact to the equality groups mentioned. Where appropriate the Organisation will make plans for the necessary actions required to minimise any stated impact to ensure that it meets its responsibilities under the equalities and human rights legislation.

13 TRAINING

All employees of the Organisation are required to undertake violence, domestic abuse, and sexual violence mandatory training. The training supports and underpins the content of this policy.

14 RESOURCES

The implementation and management arrangements associated with this policy do not present any significant resource implications to the Organisation.

15 IMPLEMENTATION

This policy will be maintained and updated by the Workforce and Organisational Development team.

16 AUDIT AND MONITORING

The Workforce and OD team will review the operation of the policy as necessary. At a minimum the policy will be reviewed at least every 3 years.

17 DISTRIBUTION

The policy will be available to employees via the Organisation's Intranet Site. Where employees do not have access to the intranet their manager must ensure that they have access to a paper or electronic copy of this policy.

18 REVIEW

Review of this policy must be undertaken no later than three years after the date of approval.

19 FURTHER INFORMATION

Further advice is available via the internal and external Organisation list in **Appendix 4**. Information and support are also available from Workforce and Organisational Development.

20 RELEVANT TRUST POLICIES/INFORMATION

- Dignity at Work Procedure

- Disciplinary Policy
- Flexible Working Policy and Procedure
- Grievance Policy
- Home Working (Ad Hoc Arrangements) Procedure
- Policy for the Management of Allegations of Abuse by Members of Trust Staff (Professional abuse / concerns Policy) Managing Professional Concerns Policy
- Professional Registration Policy
- Public Protection Policy
- Special Leave Policy
- Standards of Behaviour Framework Policy
- [Violence Against Women, Domestic Abuse and Sexual Violence \(Wales\) Act 2015](#)

21 APPENDICES

21.1 Appendix 1 Types of Violence, Domestic Abuse and Sexual Violence

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 frighten their victim.

- **Emotional and Psychological Abuse**

Emotional or psychological abuse can be either verbal or non-verbal. This kind of abuse chips away at the confidence and independence of the victim to make them compliant and limit their ability to leave their abuser. Emotional abuse can include verbal abuse such as yelling, name-calling, blaming and shaming, isolation, intimidation, threats of violence and controlling behaviour.

- **Physical Abuse**

A wide range of different behaviour can come under the heading of physical abuse and can include punching, slapping, hitting, biting, pinching, kicking, pulling hair out, pushing, shoving, burning, and strangling.

- **Sexual Abuse**

Rape and sexual abuse are common in abusive relationships, due to the victim's refusal or consent being ignored. Any situation where someone is forced to take part in unwanted, unsafe, or degrading sexual activity is sexual abuse.

- **Financial Abuse**

Economic or financial abuse limits the victim's ability to get help. The abuser controls finances; withholds money or credit cards; makes someone unreasonably account for the money they spend; exploits assets; withholds basic necessities; prevents someone from working or sabotages the victim's job and deliberately runs up debts.

21.2 Appendix 2 Ten Steps for Managers to Address the Effects of Violence, Domestic Abuse and Sexual Abuse

There are several steps that managers can take to address the effects of violence, domestic abuse, and sexual violence. In many cases it is about being aware and signposting to the relevant Organisations that can provide specialist support. Below are ten steps that can be taken by managers:

- **Recognise the Problem**

1. Look for sudden changes in behaviour and/or changes in the quality of work performance for unexplained reasons despite a previously strong record.
2. Look for changes in the way the employee dresses, for example excessive clothing on hot days, changes in the amount of make-up worn.

- **Respond**

3. Believe an employee if they disclose experiencing violence, domestic abuse, sexual violence. **Do** **Not** ask for proof.
4. Reassure the employee that the Organisation understands how the violence/abuse may affect their work performance and the support that can be offered.

- **Provide Support**

5. Divert phone calls and email messages and look to change a phone extension if an employee is receiving harassing calls.
6. Agree with the employee what to tell colleagues and how they should respond if the perpetrator of the violence/abuse telephones or visits the workplace.
7. Ensure the employee does not work alone or in an isolated area and check that they have arrangements for getting safely to and from work.
8. Keep a record of any incidents of abuse experienced in the workplace, including persistent telephone calls, emails, or visits to the workplace.
9. Provide employees with access to supportive literature i.e. leaflets and posters. Ensure these are placed in discrete locations e.g. putting up posters on the backs of toilet doors. Also ensure that all employees are made aware of the services and support which can be provided by the Organisation's Employee Assistance Programme (**Appendix 4**).

- **Refer to the Appropriate Help**

10. Have a list of the support services offered in your area that is easily accessible and refer staff to

appropriate organisations that deal with violence, domestic abuse, and sexual violence (**Appendix 4**).

21.3 Appendix 3 Managers Guidance to Asking Difficult Questions

If you suspect that an employee is experiencing violence, domestic abuse, sexual abuse you should facilitate a conversation to discuss this and identify/implement appropriate support. Shying away from the subject can perpetuate fear of stigma and increase feelings of anxiety.

Remember an employee may not feel confident in speaking up, so making the first move to begin a conversation can be very important to ensuring that they provide appropriate support and advice.

You should ask the employee indirect questions, to help establish a relationship and develop empathy. Below are some examples of questions that could be used:

- How are you doing at the moment?
- Are there any issues you would like to discuss with me?
- I have noticed recently that you are not yourself. Is anything the matter?
- Are there any problems or reasons that may be contributing to your frequent sickness absence / under-performance at work / presenteeism at work?
- Is everything alright at home?
- What support do you think might help?
- What would you like to happen?
- How can I help?

Avoid Victim Blaming

It is important that you can provide a **non-judgmental** and **supportive** environment. Respecting boundaries and privacy are essential.

Even if you disagree with the decisions being made regarding an employee's relationship or actions they wish to take, it is important to understand that a victim of violence and/or domestic abuse may make a number of attempts to leave their partner before they are finally able to do so. Your role is not to deal with the abuse itself but to make it clear that the employee will be supported and outline what help, and support is available to them.

21.4 Appendix 4 Violence, Domestic Abuse and Sexual Violence. Internal and External Contacts

Internal Contacts

If you are experiencing abuse and/or violence the following support is available via the Organisation. You can contact:

Manager

You can speak to your manager, in confidence who can provide you with and sign- post you to appropriate sources of advice and support.

Workforce and Organisational Development Team

You can contact the Workforce and OD team and arrange to speak to a member of the team, in confidence. They will be able to provide you with and sign post you to appropriate sources of advice and support.

Safeguarding Lead

You can speak to the Organisation's Safeguarding Lead, in confidence. The Lead will be able to provide you with advice, support.

External Contacts

If you are experiencing abuse and/or violence there are several external organisations in Wales that can help you by providing advice and practical guidance on abuse and/or violence, including sexual violence:

Atal y fro

Atal y fro is a registered charity which provides support for women and children within the Vale of Glamorgan who have experienced or are experiencing domestic violence.

Opening Hours: 9.00 am – 5.00 pm Monday to Friday

Telephone: 01446 744755

Email: info@atalyfro.org

Visit the <http://www.atalyfro.org> website

Bawso

Bawso is an all Wales voluntary organisation, providing specialist services to victims and BME

people affected or at risk of by domestic abuse and all forms of violence including female genital mutilation, forced marriage, honour based violence and human trafficking.

Opening Hours: 24 Hour helpline

Telephone: 029 20644 633 or **24 hour helpline** on 0800 731 8147

Email: info@bawso.org.uk

Visit the <http://www.bawso.org.uk/> website

Childline

Childline is a confidential helpline for children and young people experiencing or witnessing abuse run by the NSPCC. The helpline is open 24/7. Calls are free and will not appear on BT or cable phone bills. Calls to the helpline are free from most mobile networks (3, BT Mobile, Fresh, O2, Everything Everywhere, Virgin, Vodafone).

Opening Hours: 24 hours a day – 7 days a week

Telephone: 0800 11 11

Visit the [Childline](http://www.childline.co.uk) website

Civil Legal Advice

The Civil Legal Advice helpline is a free legal advice service available in England and Wales. This helpline can provide free advice on housing, family, and other issues if you are eligible to receive legal aid. The helpline can provide contact details of solicitors in your area who may be able to help you.

Opening Hours: Monday to Friday, 9am to 8pm / Saturday, 9am to 12:30pm

Telephone: 0345 345 4 345

Visit the [Civil Legal Advice](http://www.civillegaladvice.org.uk) Website

Dyn Wales Helpline

Safer Wales provides confidential support and help for women and men affected by domestic abuse, to assist them to find the best available services in their local area. This includes practical and effective support and advocacy as well as information on safety planning, signposting to services across Wales, advice, and emotional support.

Opening Hours: Helpline open Monday to Friday 10.00 am to 4.00 pm

Telephone: 029 2034 9970

Visit the <http://www.saferwales.com/about-us> website

Employee Assistance Programme – Workplace Options

Workplace Options provides confidential and free support including counselling services, information, guidance, and referrals on any personal or family issue to our employee and their family members. Services available 24/7.

Opening Hours: 24 hours a day – 7 days a week

Telephone: 0800 243 458

Email: assistance@workplaceoptions.com

Visit the <https://www.workplaceoptions.co.uk/contact-us/> website

Llamau

Llamau provide domestic abuse services to support women and men to understand the impact of the abuse on them and their children. They run a “Freedom Programme” to help women to understand what has happened to them and any children involved in the abuse and supports women to keep themselves safe in the future. Their “*You and Me, Mum Programme*” works with women to help them to understand the impact the domestic abuse has had on them as a parent and the impact on their children. It supports women to rebuild positive relationships with their children.

Opening Hours: 24 hours a day – 7 days a week

Telephone: 02920 239585 (24/7)

Visit the <https://www.llamau.org.uk/> website

Live Fear Free Helpline

The LiveFearFree helpline is a free, confidential helpline run by [Welsh Women’s Aid](#). It offers confidential advice, support, and information to victims of domestic abuse, and can help with referrals to women’s refuges for women fleeing domestic violence. Services are available in Welsh, English, and other languages.

Opening Hours: 24 hours a day – 7 days a week

Telephone: 0808 8010 800

Text: 07860077333

Email: info@livefearfreehelpline.wales

Visit the [LiveFearFree](#) website.

Men's Advice Line

The Men's Advice Line offers information and support to male victims of domestic abuse, as well as to their friends and family. The helpline is run by the charity [Respect](#) (Calls are free from landlines and from mobiles using the O2, Everything Everywhere (EE), Three (3), Virgin, and Vodafone networks). Calls will not appear on BT landline phone bills.

A telephone interpreting service is available upon request.

Opening Hours: Monday to Friday 10am to 1pm and 2pm to 5pm.

Telephone: 0808 801 0327

Email: info@mensadvice.org.uk

Visit the [Men's Advice Line](#) website

Rise

A partnership organisation formed by Women's Aid and Llamau to provide support and advice to women and men experiencing, violence, domestic abuse, and sexual violence.

Opening Hours: 24 hours a day – 7 days a week

Telephone: 02920 460566

Visit the [Rise - Cardiff](#) website

Stonewall Cymru

Stonewall Cymru provides advice and support on a range of issue to lesbian, gay, bisexual, and transgender victims, and survivors of domestic abuse in wales.

Telephone: 02920 23 7744

Email: Cymru@stonewallcymru.org.uk

Visit the [Stonewall Cymru](#) website

The Survivors Trust

The Survivors Trust (TST) is a UK-wide national umbrella agency for 130 specialist organisations to provide support in respect of the impact of rape, sexual violence and childhood sexual abuse. Visit the [The Survivor Trust](#) website. The contact details of the organisations in Wales are set out below:

Cardiff South Wales

Telephone: 02920 335795

Carmarthen West Wales

Telephone: 01267 235464

Fax: 01267 231349

Merthyr Tydfil South Wales

Telephone: 01685 350099

Fax: 01685 384640

Email: sarc@newpathways.co.uk

Visit the www.newpathways.co.uk website

North Wales

Telephone: 01492 805072/ 0808 156 3658

Visit the: www.amethystnorthwales.org.uk website

Risca South Wales

Telephone: 01495 233971/2

Fax: 01495 233996

Email: riscasarc@newpathways.org.uk

Visit the www.newpathways.co.uk **website**

Swansea South Wales

Telephone: 01792 206885

Email: swanseasarc@btconnect.com

Visit the: www.newpathways.co.uk **website**

Women's Aid – Cardiff

Employ expert and professional staff to provide victims of domestic abuse with safety planning, advocacy, advice, and emotional support.

Opening Hours: 9.00 am – 5.00 pm Monday to Friday

Telephone: 02920 460566

Visit the <https://www.cardiffwomensaid.org.uk/> **website**

Women's Aid – Newport

It is an organisation run by women, serving women in the community, who are suffering from domestic abuse. They have two refuges in Newport. They also have outreach and aftercare workers that support women in the community. Additionally, they run a number of programmes which empower women in making decisions in their life.

Opening Hours: 9.00 am – 4.30 pm

Telephone: 01633 840 258

Visit the <http://www.nptwomensaid.org.uk/> **website**