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## TO ALL BRANCHES WITH BT MEMBERS

Dear Colleague

### **BT Personnel – Conference Motion 42 - Domestic Violence**

Colleagues may remember Motion 42 (attached) from Conference 2019. The Personnel Team has been pursuing the instruction contained within Motion 42 for the past twelve months. Despite some difficulties with persuading the company that domestic violence is a significant issue for society and therefore CWU members, the company has agreed a domestic abuse guidance document (attached). Although not fully achieving the intent of Motion 42 at present, the Personnel Team believe the guidance contained within the attached document is a start to fully achieving the policy and worthy to be published to Branches and members.

The guidance contains information on what domestic abuse is, how to identify the signs of domestic abuse, and what to do if members are suffering from abuse and where to seek help. The help of the Equality Education and Development Department at Headquarters has been invaluable to helping the Personnel Team in our discussions with BT.

Although the guidance references the COVID-19 crisis, the document will be updated once the crisis has passed. The Personnel Team has also made it clear to the company that we will be pursuing the full intent of Motion 42, and that we will still believe that this extremely important issue should have the status of a company policy and not just guidance.

The Personnel Team would be grateful if you could circulate the content of this letter to members

Any queries on this matter should be addressed to my office at CWU HQ.

Yours sincerely

**Dave Jukes**  
Assistant Secretary



# Our UK guidance on domestic abuse

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**Note related to coronavirus:** The measures in place to tackle coronavirus have had a significant impact on people's lives. Whilst these measures are essential, the government has acknowledged that the order to stay at home can cause anxiety for those who are experiencing or feel at risk of domestic abuse. There's never an excuse for domestic abuse, no matter what the circumstances are. If you feel at risk of abuse, there is help and support available to you; including the police, online support, helplines, refuges and other services. You are not alone.

**The household isolation instruction as a result of coronavirus does not apply if you need to leave your home to escape domestic abuse.**

More information on the governments advice and support in relation to domestic abuse during the current Coronavirus pandemic can be found [here](#).

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## 1. Why is understanding domestic abuse important?

It's estimated that **one in four women** and **one in six men** suffer from domestic abuse in their lifetime and that domestic abuse costs businesses £1.9 billion every year due to decreased productivity, time off work, lost wages and sick pay<sup>1</sup>.

**Two women each week and one man each month are killed in England and Wales by a current or former partner<sup>2</sup>.**

Domestic abuse can happen to anyone, regardless of your gender, background, race, religion, age, sexuality or level in the organisation (and anyone can be a perpetrator).

We want all colleagues to feel safe and supported at work, in particular we want them to feel able to speak up about any issues that may be impacting them, so that we can help them to get the support they need.

We also want colleagues (and managers in particular) to have a wider understanding and awareness of domestic abuse. This guidance covers more information on what domestic abuse is, how to spot the signs and what to do when someone they know is at risk.

For an overview please visit the [Domestic Abuse factsheet](#).

## 2. What's domestic abuse?

Our guidance covers domestic abuse which is defined by the UK government as:

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

- psychological
- physical
- sexual
- financial
- emotional

**Controlling behaviour is:** a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

**Coercive behaviour is:** an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim'.<sup>3</sup>

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<sup>1</sup> Source, Business in the Community in associated with Public Health England.

<sup>2</sup> Source, Business in the Community in associated with Public Health England.

<sup>3</sup> <https://www.gov.uk/government/news/new-definition-of-domestic-violence>

There are also other types of domestic abuse, such as those involving other family members (for example adolescent to parent abuse), 'honour' crimes, etc.

Every situation is different but here are just some of examples of domestic abuse:

- physical attacks (e.g. hitting, biting, kicking, pushing, burning, choking, throwing things)
- sexual assault (e.g. forcing someone to undertake sexual acts, unwanted sexual demands/touching, rape)
- damaging property (e.g. destroying things that belong to them or are important to them)
- harassment and stalking (e.g. following someone in person and/or via GPS, contacting them repeatedly by phone or message, monitoring or reading their messages or social media, standing over them or invading their personal space, sending unwanted flowers to work, using colleagues to get to the person, using work to pinpoint the persons location)
- controlling behaviour (e.g. asking where they've been, what they have been doing, checking up on them, punishing them, telling them what to wear, stopping them going to work by locking them in or hiding their phone/keys, controlling what they can spend, not giving them enough to buy essential items)
- threatening them with what might happen if they don't behave in a certain way (e.g. would hurt them, or someone else, or themselves, would take children away, would withhold phone/money, would lock them out)
- criticism/belittling them (e.g. making them feel worthless, calling them names, putting them down in front of others)
- cutting them off from people (e.g. stopping them seeing friends or family or making it difficult if they do)
- using a child/children as a vehicle for abuse (e.g. telling the child lies about what is happening/what will happen, exposing the child to adult matters and encouraging them to ask questions, purposely undermining the values/principles set by the other parent)
- stopping them from attending work (e.g. not allowing them to attend work social events, stopping them from attending training, hiding their keys, locking them in, sabotaging their work clothes, agreeing to provide childcare then not turning up, threatening to take children if they go to work, discouraging them to apply for promotions)
- twisting and manipulating events (e.g. denying the abuse, making the person doubt whether it happened, crying and begging for forgiveness, accusing them of flirting/affairs)
- for non-English speakers, preventing them from learning English which would enable them to work

It's important to remember that perpetrators are often manipulative, they can be anyone (regardless of gender, race, sexuality, status, etc) and they can often seem friendly and caring to others.

### 3. What are some of the different experiences of domestic abuse?

[Close the gap](#) note that women's experiences of domestic abuse can vary according to their multiple identities. For example they state that:

- 'Disabled women are twice as likely to experience domestic abuse and sexual violence as non-disabled women, particularly when the abuser is also their carer.

- Black and minority ethnic women face additional barriers to accessing appropriate support, and they may feel reluctant to seek support because of concerns about racism, and for some migrant women, potential language barriers.
- Older women are less likely to report their experiences of domestic abuse.
- Lesbian and bisexual women can be vulnerable to perpetrators who threaten to out them to colleagues or their employer, and family members.
- Trans women are vulnerable to transphobic abuse, including emotional abuse, and can be reluctant to access support services or contact the police for fear they may be met with prejudice or that they may not be understood.
- Pregnancy can be a trigger for domestic abuse and existing abuse may get worse during pregnancy or after giving birth'

#### 4. Why do people stay in an abusive relationship?

Domestic abuse is complicated. The abuse is being committed by someone the person has a relationship with and there are a number of reasons why they may not have left them. Here are some of the reasons people are prevented from leaving:

- **Fear:** Colleagues may often have very real concerns over the safety of themselves and others if they leave the relationship. They may be concerned at how the abuser may react. They may be concerned over what might happen to the abuser, if they might be prosecuted, if they may hurt themselves. They may also be concerned with how they would cope, the abuser may well have made them feel that they wouldn't be able to manage alone. They may also fear that they won't be believed.
- **Financial:** People may be reliant on the abuser financially, the abuser may have taken control of their finances. They may worry how they will afford to live independently and how they would get access to the funds they need.
- **Denial/Embarrassment:** People may not want to admit to themselves that the perpetrators behaviour has escalated to domestic abuse. They may love them, may try to excuse the behaviour in their own mind, and hope that things will go back to how they were. They may worry about what others would think if they found out.
- **Lack of support:** People may have been cut off from their friends/family. They may feel alone and that they have no one to turn to.

#### 5. What are the signs?

Given the very real risks and concerns people being abused may have (as set out above) they will often try to hide or cover up the abuse. However here are some signs to look out for (it should be remembered that some of these signs could be due to other reasons so sensitivity is required to approach someone about them):

- physical signs (e.g. bruises, more makeup than usual, more tired than usual, wearing long sleeves, polo necks, etc even in warmer weather – to hide injuries, coming to work looking dishevelled, looking tired)
- change in behaviour (e.g. being short with people, withdrawn, depressed, tearful, distracted, isolating themselves)
- worried about leaving their children (e.g. unable to agree to certain shifts as concerned about leaving their children with their partner)
- secretive about home life (e.g. doesn't join in conversations about what life is like at home, is aloof when talking about their partner).

- partner seems to exert an unusual amount of control (e.g. they are unable to come on work nights out or agree to certain shifts as partner doesn't approve/makes it difficult).
- increased levels of sickness absence (e.g. particularly relating to sporadic absence)
- being persistently late without explanation or needing to leave work early
- having more frequent, sporadic absences without explanation
- increased hours being worked for no apparent reason (e.g. very early arrival at work and/or working late)
- decline in their performance (e.g. missing things, seeming distracted, late)
- change in use of technology (e.g. frequently checking phone, large number of calls/checks, getting upset after seeing messages)

For some people the abuse may continue when they are at work, for example the abuser may turn up at work, wait for them outside, may message them frequently during the day and in some cases may also work for the company (see section 10).

For others work may be a safe space, the friendships they have at work may help them socially and emotionally and the money they earn may help them in being more likely to be able to be financially independent. They may also be able to more freely assess information about support and advice on a work computer that they may not otherwise be able to access safely outside of work.

## 6. Why speak up?

We want everyone to feel safe and supported at work and if one of our colleagues is being abused and/or has been impacted by domestic abuse we want to help them to be able to access the support they need. We also have a legal duty of care towards colleagues and under the Health and Safety at Work Act 1974 we have a duty to protect their Health, Safety and Welfare (and that of any other people who might be affected by our business). In addition to this we know that domestic abuse is a criminal offence, it's something that many people face and it can have a significant impact on wellbeing. Therefore, for these reasons (and many more), if we have concerns that one of our colleagues is being abused we are keen to do all we can to help them.

It's important for everyone that works here to understand that domestic abuse isn't acceptable and that if you're facing domestic abuse, you're not alone and there is information and support available to help you.

Line managers in particular have a responsibility to support employees experiencing domestic abuse and to take practical steps to ensure their safety and wellbeing.

It's important that colleagues of those who are being abused are also supported. They may have concerns for the individual and may also be approached by the abuser. They may need information on what to do and what support is available. If you as a colleague have concerns and/or witness an incident you should raise this with your line manager.

It is also important that anyone working for us through agency/contracting understands that domestic abuse isn't acceptable and that they are not alone. Therefore if you have concerns for someone working for us through agency/contracting you should sensitively raise your concerns with the agency. They may also find lots of the information and support services in section 12 of this document helpful.

## 7. What to do if you think someone is being domestically abused?

Raising concerns around domestic abuse can be [difficult](#) and should be handled sensitively (managers should keep regular contact/121s with colleagues during this time). If you think that someone may be in an abusive relationship you can take further advice from the EAM team. Here are also some tips on how to approach the subject:

DO	DON'T
<p><b>Find a safe space to talk. Ideally face to face if possible (making sure the current government guidance is followed).</b></p>	<p>Don't email, message or call the person out of the blue or raise the issue unexpectedly (there's a risk the abuser could overhear or see your messages). If you can't talk face to face you might need to talk to them on the phone. But be careful to make sure they're alone or can't be overheard so it's safe to talk. If it's safe, ask if they'd would like to face time/use video.</p>
<p><b>Try starting the conversation by telling them what you've noticed. Use a phrase like one of these to start: I noticed you were upset after you had a call from XX. I noticed you don't seem yourself lately and I'm concerned about you, what's going on? Is everything alright at home? Are there any problems that might be making you late for work or not able to come in?</b></p>	<p>Don't say you're concerned they're being domestically abused or are the victim of domestic violence. People often don't identify with these terms.</p>
<p><b>Respect their privacy. If the person doesn't open up, be patient with them and let them know you're there for them if they ever need you.</b></p>	<p>Don't force the person to tell you what's happening. Don't make assumptions either.</p>
<p><b>Listen and keep open body language. Let them know you believe them and want to support.</b></p> <p><b>Ask them what they'd like to do, what they think should happen and how? What support do they think might help?</b></p> <p><b>Thank them for confiding in you and acknowledge how difficult it must have been.</b></p> <p><b>Reassure them that the business understands how domestic abuse might be affecting them at work and we want to support them.</b></p> <p><b>Confirm that what they've told you is confidential. If you do need to share it with anyone, your manager or the Employee Assistance Management line for example, make them aware of this.</b></p> <p><b>Respect and accept their thoughts and ideas.</b></p>	<p>Don't judge or give your opinion (e.g. by saying you should or shouldn't do something, or that you're surprised/not surprised, or by saying they seemed a lovely couple).</p>

<p><b>Reassure them that there's support and help available.</b></p> <p><b>Tell them about the EAP helpline, their Union or Employee Representative and the external organisations (listed in the bottom of this document).</b></p> <p><b>If you're their manager you can tell them about any further support you can provide (see section on risk assessments/practical support).</b></p> <p><b>Keep supporting them with more regular 121s.</b></p>	<p>Don't confront the abuser yourself, or recommend they confront the abuser. Don't recommend that they leave straight away.</p> <p>They may need to take professional advice first (e.g. from the organisations listed in the bottom of this document). If they're in immediate danger they should call the police straight away on 999.</p>
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If you're worried about someone who you think is being domestically abused you can also contact the EAM team on **0800 780784** (if you're a manager) and/or the National Domestic Violence helpline for advice and support. If you believe someone is in immediate danger, call the police on **999**.

You should be aware that criminal prosecution relating to domestic abuse can take years and that the abuse can continue long after the relationship has ended.

Supporting someone who is facing domestic abuse can be difficult. So it's important to remember that you should also access support, which might include sharing this in confidence with someone you trust (like your manager) or by using services like the Employee Assistance Programme.

## 8. What can I do if I need to call 999 but it's not safe for me to talk on the phone?

### Call 999

If you are in immediate danger, call 999 and ask for the police.

If you are in danger and unable to talk on the phone, dial 999, listen to the questions from the operator and respond by coughing or tapping the handset if you can. Then follow the instructions depending on whether you are calling from a mobile or a landline.

### If you call 999 from a mobile

If prompted, press 55 to [Make Yourself Heard](#) - this will transfer your call to the police without you having to say anything. Pressing 55 only works on mobiles and does not allow police to track your location.

### If you call 999 from a landline

If only background noise can be heard and BT operators can't decide whether an emergency service is needed, you'll be connected to a police call handler.

If you replace the handset, the landline may stay connected for 45 seconds in case you pick up again.

[Our UK guidance on domestic abuse](#)



When 999 calls are made from landlines, information about your location should be automatically available to the call handlers to help provide a response.

## 9. Risk assessments/practical support

If someone tells you about a domestic abuse case, running a risk assessment can help mitigate the potential risk to the colleague and other staff. It's important to note though that each person's needs are different and any measures should be agreed with the individual first.

As a manager, some of the practical steps you could take to assess the risk and provide practical support are:

- **allowing reasonable time off under the relevant policies.** For example do they need emergency time off for dependants if there's a concern about their child's safety and they need to pick them up from somewhere? Can you be more flexible in terms of notice given to take annual leave which they might need to take at short notice?
- **allowing some flexibility around working hours where possible.** For example can you let them to finish early and make the time up later in order to attend a solicitors appointment? Can you be flexible with lunch breaks so they can have counselling or access support during work hours? Sometimes people who are being stalked may want to leave at different times. Can we change work patterns?
- **allowing some flexibility around other aspects of work.** For example can they work from somewhere else, can we make sure they're not working in an isolated area? Should we consider changing desks so they don't sit near windows or entrances? If they're working from home what extra steps should we take? If they're at an office, can we give them priority parking close to the building? Do they need an escort to get to and from their car or public transport?
- **giving additional consideration to sickness absence/performance concerns** (when managing attendance/performance) that was impacted by domestic abuse.
- **supporting them with any admin changes they might need to make.** For example, do they need to change their name or use an alternative name at work? Do they need to change their next of kin information or expression of wish form? Do they need to block certain phone numbers or emails?
- **conduct a safety check/review any security concerns.** It's common for people to be targeted at work. So you should consider the individuals safety and security carefully. For example do you need to increase checks on who's coming into the building? Do security need to be told about particular risks (they can be contacted on **0800 321 999**)?. Do security codes need to be changed? Would it be helpful for others to have a photo of the abuser or their car registration? Should you talk to other employees about the importance of not disclosing information about who works here, when or where they work, etc?
- **Develop a safety plan for getting to and from work.** This could be checking they have a safe way of getting to and from work, outlining different routes to work, taking the bus or train at different times, changing start and finishing times or using different entrances or exits.
- **Encouraging them to keep records** of any incident of abuse in the workplace, including persistent phone calls, emails, or visits from their partner/ex-partner.
- **Supporting them if other colleagues need to be told.** For example do we need to make security aware? What (if anything) do they want to say to their colleagues? Do we need

to do more to make sure other colleagues don't unknowingly help the abuser to find/get access to the person at work.

- **Agreeing what needs to be said to the abuser:** for example if they call the workplace?
- **Agreeing what they'll say:** for example if they're off sick and need to let the manager know that they're safe. Agree an alternative emergency point of contact if the employee can't get in touch themselves.

Any incidents should be carefully documented (objectively making a note of what happened, when and any witnesses). Remember that these records could be used in a police investigation. Any adjustments you've made should be confidentially documented and reviewed regularly and appropriately. It's crucial that any documentation is kept confidentially and securely, in line with the [Data Privacy Policy](#). Remember confidentiality is extremely important. Individuals might not want others to know what's going on and it's also important to keep individual safe (failure to keep it confidential could mean the perpetrator becomes aware of the disclosure which could put the person at risk).

## 10. What if you think a colleague is a perpetrator of domestic abuse?

It may be that you think someone you work with or manage is a perpetrator of domestic abuse, or an allegation has been made about them to you. Where that's the case you should raise this with the person's line manager. If you're their line manager you should contact HR for support before approaching the person.

Domestic abuse is a crime, whether it happens during work time or outside of work, so further action might need to be taken. The perpetrator might also need support to address their behaviour. It's important not to put yourself or others at risk by confronting the abuser without first considering all the factors and taking specialised advice. Contact HR for advice in the first instance.

## 11. References/sources

- [BITC Domestic Abuse a toolkit for employers](#)
- [Domestic abuse how to get help \(gov\)](#)
- [Coronavirus \(COVID-19\): support for victims of domestic abuse](#)
- [National Domestic Abuse Helpline](#) (can be contacted 24 hours a day on **0808 2000 247**)
- [Women's Aid](#)
- [Mankind](#)
- [Close the gap](#)

## 12. Support services

For more information and advice and support you can access/contact:

- [Yourwellbeing](#)
- [Employee Assistance Programme](#) (can be contacted by colleagues for confidential advice and support 24 hours a day on **0800 917 6767**)
- [Employee Assistance Management](#) (confidential, for management advice, can be contacted for urgent confidential support 24 hours a day on **0800 780 784**)

Please also find here further details on a variety of support services available (which has been taken from the latest Government domestic abuse Guidance during the Coronavirus pandemic [here](#)).

<b>Support Services</b>	
<b>National Domestic Abuse Helpline</b>	<p>Refuge runs the National Domestic Abuse Helpline, which you can call for free, and in confidence, 24 hours a day on 0808 2000 247. Its website provides guidance and support for potential victims, as well as those who are worried about friends and loved ones. It also has a form through which you can book a safe time for a call from the team.</p> <p>Refuge's website includes a range of resources on identifying the signs of domestic abuse, and a safety guide for women and children who are living with a perpetrator. It also features a tech abuse chat-bot with step-by-step instructional videos on how to secure devices such as phones and laptops. Look for the pink button in the bottom-right corner.</p>
<b>Women's Aid</b>	<p>Women's Aid has a range of direct services for survivors, including a live chat service and an online Survivors' Forum. They have developed additional advice specifically designed for the current coronavirus outbreak. You can also find your local domestic abuse service on their website. They also provide information on the support helplines available in Wales, Scotland and Northern Ireland.</p>
<b>Women's Aid Federation (Northern Ireland)</b>	<p>Women's Aid Federation (Northern Ireland)            Tel: 0808 802 1414 (24-hour)            Text 'support' to 07797 805 839            Web: <a href="http://www.womensaidni.org">www.womensaidni.org</a>            email: <a href="mailto:24hrsupport@dvhelpline.org">24hrsupport@dvhelpline.org</a></p>
<b>Men's Advice Line</b>	<p>The Men's Advice Line is a confidential helpline for male victims of domestic abuse and those supporting them. Telephone: 0808 801 0327.</p>
<b>Galop</b>	<p>Galop - for members of the LGBT+ community            Galop runs the National LGBT+ domestic abuse specialist helpline. Telephone: 0800 999 5428, Email: <a href="mailto:help@galop.org.uk">help@galop.org.uk</a></p>
<b>Hestia</b>	<p>Hestia provides a free mobile app, Bright Sky, which provides support and information to anyone who may be in an abusive relationship or those concerned about someone they know.</p>
<b>Chayn</b>	<p>Chayn provides online help and resources in a number of languages about identifying manipulative situations and how friends can support those being abused.</p>
<b>The Samaritans</b>	<p>The Samaritans            24-hour confidential, emotional support for anyone in a crisis.            Tel: 116 123            Web: <a href="http://www.samaritans.org.uk">www.samaritans.org.uk</a>            email: <a href="mailto:jo@samaritans.org">jo@samaritans.org</a></p>
<b>Jewish Women's Aid</b>	<p>National freephone helpline and services for Jewish women. (Mon – Thurs 9.30am-9.30pm)            Tel: 0808 801 0500. Web: <a href="http://www.jwa.org.uk">www.jwa.org.uk</a></p>
<b>Welsh Women's Aid</b>	<p>Tel: 0808 80 10 800 (24 hour)            web: <a href="http://www.welshwomensaid.org">www.welshwomensaid.org</a></p>
<b>Scottish Women's Aid</b>	<p>Tel: 0800 027 1234 (24-hour)            Web: <a href="http://www.scottishwomensaid.org.uk">www.scottishwomensaid.org.uk</a></p>
<b>Shakti Women's Aid</b>	<p>Provides help in Scotland for minority ethnic women that have experienced domestic abuse.            Tel: 0131 475 2399            Web: <a href="http://www.shaktiedinburgh.co.uk">www.shaktiedinburgh.co.uk</a>            email: <a href="mailto:info@shaktiedinburgh.co.uk">info@shaktiedinburgh.co.uk</a></p>
<b>Sexual assault referral centres</b>	<p>Sexual assault referral centres continue to provide non-judgmental advice and support services to victims and survivors of sexual assault or abuse.</p>

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V1.0

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Offices worldwide



	Interviews, forensic examinations and sexual health and counselling services are offered in a comfortable environment where staff will ensure that victims and survivors will be managed safely to comply with coronavirus guidance. Please call your local sexual assault referral centre to arrange care and support, which may be provided in person or remotely depending on your needs.
<b>Rape Crisis Federation (England and Wales)</b>	Tel: 0808 802 9999 (12 noon-2.30pm/7pm-9.30pm 7 days a week) Web: <a href="http://www.rapecrisis.org.uk">www.rapecrisis.org.uk</a>
<b>'Honour'-based abuse</b>	If you are suffering abuse from your family or community because they say that you have compromised their 'honour', or if they are trying to force you into marriage, you can get help. Karma Nirvana runs the national honour-based abuse helpline. Telephone: 0800 5999 247, Email: <a href="mailto:support@karmanirvana.org.uk">support@karmanirvana.org.uk</a>
<b>Forced Marriage Helpline</b>	Provided by charity, Karma Nirvana. Tel: 0800 5999 247 (Mon – Fri 9.30am – 5pm) Web: <a href="http://www.karmanirvana.org.uk">www.karmanirvana.org.uk</a>
<b>Forced Marriage Unit</b>	Helpline operated by the Government's Foreign and Commonwealth Office: Tel: 020 7008 0151 (or 0044 20 7008 0151 if you are overseas) Web: <a href="http://www.gov.uk/forced-marriage">www.gov.uk/forced-marriage</a> email: <a href="mailto:fm@fco.gov.uk">fm@fco.gov.uk</a>
<b>BME specialist services</b>	
<b>Imkaan</b>	Imkaan is a women's organisation addressing violence against black and minority women and girls.
<b>Southall Black Sisters</b>	Southall Black Sisters offer specialist support, advocacy and information to Asian and Afro-Caribbean women suffering abuse.
<b>FORWARD</b>	FORWARD (The Foundation for Women's Health, Research and Development) A campaign and support organisation promoting and safeguarding the health and rights of African girls and women. Tel: 020 8960 4000 Web: <a href="http://www.forwarduk.org.uk">www.forwarduk.org.uk</a> email: <a href="mailto:support@forwarduk.org.uk">support@forwarduk.org.uk</a>
<b>Black and Asian Women Stepping Out (BAWSO)</b>	BAWSO help black and minority ethnic women in Wales who are experiencing domestic violence. Tel: 0800 731 8147 (24-hour) Web: <a href="http://www.bawso.org.uk">www.bawso.org.uk</a>
<b>Disability specialist services</b> <b>These services are run by deaf and/or disabled people.</b>	
<b>Stay Safe East</b>	Stay Safe East provides specialist and holistic advocacy and support services to disabled victims and survivors of abuse.
<b>SignHealth</b>	SignHealth provides domestic abuse service support for deaf people in British Sign Language (BSL). WhatsApp or Facetime: 07970 350366, Telephone: 020 3947 2601. Email: <a href="mailto:da@signhealth.org.uk">da@signhealth.org.uk</a> .
<b>Other support</b>	
<b>Economic abuse</b>	If you are concerned about how coronavirus may affect your finances and leave you vulnerable to economic abuse, please see the <a href="#">advice provided by HM Treasury</a> on what support is on offer. The charity <a href="#">Surviving Economic Abuse</a> has also provided additional guidance and support.

<b>Welfare benefits and housing advice</b>	<p>The Department for Work and Pensions has published up-to-date <a href="#">coronavirus-related welfare benefits information</a>.</p> <p>If you are concerned about your financial situation, you can contact <a href="#">Turn2us</a>. They help people to access the money available to them through welfare benefits and grants. Their website has an income-related benefits checker enabling you to check that you are receiving all the benefits you are entitled to.</p> <p><a href="#">Shelter</a> provide free confidential housing information, support and legal advice on all housing and homelessness issues. They also have an emergency helpline.</p>
<b>Support if you're worried about hurting someone</b>	<p>If you are worried about hurting the ones you love while staying at home, call the <a href="#">Respect Phoneline</a> for support and help to manage your behaviour. This is an anonymous and confidential helpline for men and women who are harming their partners and families. It takes calls from partners or ex-partners, friends, and relatives who are concerned about perpetrators. Telephone: 0808 802 4040</p>

<b>Support for children and young people</b>	<p>Witnessing and experiencing domestic abuse can have a serious impact on a child's long-term health. It is a top priority that vulnerable children and young people remain safe during this uncertain period. If you are concerned that a child is at risk of harm, you should refer this information to children's social care or to the police if you believe the child is in immediate danger.</p> <p>NSPCC The <a href="#">NSPCC</a> has issued guidance for spotting and reporting the signs of abuse on their website.</p> <p>The <a href="#">NSPCC Helpline</a> is available for anyone with concerns about a child to contact for professional advice and support. Telephone: 0808 800 5000 Email: <a href="mailto:help@nspcc.org.uk">help@nspcc.org.uk</a></p> <p>Childline <a href="#">Childline</a> is available for children and young people to reach out for help and support by phone or using their online chat service. They also provide specific guidance for young people on how to get help and what to do if they are worried about a friend. Telephone: 0800 1111</p> <p>Barnardo's <a href="#">Barnardo's</a> provides support to families affected by domestic abuse.</p> <p>Family Lives <a href="#">Family Lives</a> also provide support through online forums.</p> <p>Information on child contact arrangements <a href="#">Rights of Women</a> provides guidance about child contact arrangements relating to coronavirus.</p>
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## 13. Owner

Employee Relations

## 14. Review

June 2021

Our UK guidance on domestic abuse

V1.0

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Offices worldwide

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## 15. Change History

Version 1.0

Version no	Date	Change made by	Brief details of change
1.0	June 2020	Kirsty Foster	New guidance

42 Carried

Conference instructs the T&FSE to negotiate a Domestic Violence Policy within BT Group  
**Tyne and Wear Clerical**