

HR Policy

P035 A4

Domestic Abuse Policy

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1 Purpose

The purpose of this document is to recognise that domestic abuse is a workplace issue. Any employee who is experiencing or has experienced domestic abuse has the right to raise the issue in TfL in the knowledge that we will treat the matter seriously, compassionately, and confidentially. Through this policy, in line with our [Vision and Values](#), we are seeking to increase awareness of the effects of domestic abuse and provide guidance and support for line managers and colleagues who either suspect or have been informed that a colleague is experiencing abuse.

2 Scope

This policy applies to all employees working for Transport for London (TfL) and its subsidiary companies.

Our responsibility to provide a safe working environment also extends to our volunteers and contractors (including sub-contractors, suppliers, agency workers and other individuals carrying out work on behalf of TfL). While some support measures will only be available to TfL employees, TfL will work with affected employees and their employers to keep them safe in TfL's workplace and signpost them to support.

3 Statement

According to the UK Government's [Domestic Abuse Toolkit for Employers](#) 2.3 million people each year aged 16 to 74 become victims of domestic abuse. Two thirds of whom are women, one third are men. There will be many TfL employees affected by this issue. Domestic abuse remains a largely hidden problem, with many people suffering in silence.

As well as supporting our [Vision and Values](#), TfL has a legal responsibility for the safety and welfare of our employees and to provide them with a safe working environment. We also recognise that we have an important role in destigmatising domestic abuse.

This policy contributes to our work-life balance policy, supporting our people to perform their best at work. TfL recognises that domestic abuse is an equalities issue and undertakes to not discriminate against anyone who has been subjected to domestic abuse both in terms of current employment or future development.

The [UK Government's definition](#) of domestic abuse is 'any incident or pattern of incidents of controlling, coercive, 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'.

For the purpose of this policy, "abuse" includes physical, sexual, economic and psychological abuse.

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, the telephone, and stalking.

It also includes so-called 'honour' based violence, female genital mutilation (FGM) and forced marriage.



Domestic abuse can be experienced by anyone, regardless of age, gender, faith, culture, ethnic heritage, economic status, sexuality, sexual orientation, or disability. TfL recognises the effects of intersectionality. Data indicates that some of these groups are more likely to be affected by domestic abuse, and/or face greater barriers to reporting it. Once it has started it often becomes more frequent and more violent. Domestic violence/abuse is not a 'one off' occurrence but is frequent and persistent, aimed at instilling fear into, and compliance from, the victim. On average, someone experiencing domestic abuse is assaulted 35 times before they report the matter to the police.

Line managers should be aware that there may be occasions, where domestic abuse has been reported and the individuals involved have reconciled, only for further domestic abuse to occur later.

For further information on how certain behaviours and acts fall into each 'category' of abuse see [Management Guidance for Domestic Abuse](#).

In addition to the Domestic Abuse policy and guidance, TfL also has a [Safeguarding policy](#) and [procedure](#) in place. Safeguarding applies specifically to children and 'adults at risk' as defined in the Safeguarding policy. The Domestic Abuse policy applies to all adults who are affected by domestic abuse. There will be occasions where the two policies intersect e.g., where a domestic abuse case involves children.

4 Support for staff experiencing domestic abuse

TfL will support our people who experience or witness any form of domestic abuse with the aim of keeping them safe, supporting their welfare and improving their morale. We encourage anyone experiencing domestic abuse to refer to section 7 'External organisations and helplines' below and speak with their line manager in confidence, when they feel ready to do so. Refer to section 6 'Confidentiality'.

An employee who doesn't feel comfortable speaking with their line manager, is able to do so via another manager or go directly to the Employee Relations team mailbox – [\[redacted\]@tfl.gov.uk](#). Other sources of support available include:

The Employee Assistance Programme (EAP) - 24/7 free and confidential helpline – [\[redacted\]](#) and [website](#) ([\[redacted\]](#)) that's available to TfL employees and immediate family

EAP provide unlimited access to advice and information, emotional support, coaching and counselling where appropriate for a range of issues, but should not be regarded as a substitute for specialist domestic abuse services – refer to section 7 'External organisations and helplines'.

If an employee feels unable to use their phone safely, EAP can also be contacted by emailing [\[redacted\]@vhg.co.uk](#).

Occupational Health (OH) - [\[redacted\]](#)

The TfL Occupational Health team supports employees with health-related issues with the aim of enabling them to continue with their full working routine.



Supporting Colleagues Network (SCN)

The Supporting Colleagues Network (formally known as Mental Health First Aiders). Note - SCN support is limited to signposting colleagues to domestic abuse services.

TfL Emergency Loan Scheme

Our emergency loan scheme allows an interest free loan of up to £2,000 (repayable over 10 repayment periods). Note - Non-Permanent Labour workers will be referred to their employment agency.

TfL Tenancy Deposit Loan Scheme

This allows permanent and fixed term contract employees to apply for an interest free loan when moving into a privately rented home, up to the amount of four weeks of net pay.

MyTfL

Refer to the [Financial wellbeing](#) page for further support.

Transport Benevolent Fund (TBF)

If you are a paying member into the TBF you will be able to access limited financial support for some utility arrears and initial support with their legal team. TBF is the administrator of the TfL Staff Welfare Fund, which can be accessed provided the employee pays into the TfL pension scheme.

4.1 Keeping employees safe

TfL is committed to keeping our employees safe. The Employee Relations team via hr@tfl.gov.uk will support employees affected by domestic abuse, and their managers, to ensure the employee's safety at work.

An affected employee may need support with the following (this list is not exhaustive):

- Making adjustments in the workplace if they are being targeted at work
- Changing working arrangements (hours, location etc) either temporarily or permanently depending on the circumstances
- Disclosure to (if they are comfortable in doing so) team members, noting that some information may need to be shared to ensure safety - Refer to section 6 'Confidentiality'.
- Providing a photograph to reception/security teams and ensuring they have clear instruction on what to do should the employee's abuser attends the building
- Support with changing their details at work, such as name (utilising the correct channels), contact and bank details.

We recognise that each person's needs are different, and any measures should only be used with the authorisation/consent of the individual concerned.



4.2 Flexible working and time off

An affected employee may require several flexible measures to ensure both their safety and access to wider support, such as adjustments to working arrangements and/or location, time off for appointments with expert agencies, solicitors, court and the police, as well as time to arrange alternative housing and childcare. Further consideration should also be made for special leave for counselling.

Up to 10 days of paid leave in any calendar year can be used for practical arrangements or medical appointments relating to domestic abuse. This must be discussed and agreed in advance by the employee's line manager and will be in addition to existing leave entitlements. The leave can be taken as consecutive or single days, or partial days.

4.3 Performance and attendance

Line managers should recognise that an employee's performance at work may be affected and ensure this is taken into consideration following a disclosure.

In some cases, absence may be taken for recovery from injuries sustained (including psychological injury/trauma), which will fall under the Attendance at Work Policy / Procedure. Sickness absence cases related to domestic abuse, will not normally be counted as an item of non-attendance under the Attendance at Work procedure i.e., similar to accidents recorded at work and assault on duty. Line managers will support these individuals in line with our Attendance at Work procedures and, following consent from the employee, should seek advice from the Employee Relations team for all absence cases related to domestic abuse, referring to Occupational Health when required.

If the employee does not give permission for their personal information to be shared with the Employee Relations team, the line manager should still seek advice from the team but without sharing personal information. This is important so that the line manager is aware of and can provide the best support possible to the employee and know how best to deal with absence.

4.4 Guidance for line managers

We recognise that anyone employed by TfL regardless of their position may at any time be told by a colleague, friend, or family member that they have been experiencing domestic abuse, and that this can be difficult and challenging moment.

Please refer to the [Guidance for Line Managers](#), which provides advice on how to spot signs for domestic abuse, have effective conversations and provide appropriate support.

4.5 TfL's stance on domestic abuse

The use of violence, or threats of violence, intimidation, sexual offence, stalking and/or coercive control towards our employees while at work, or against our customers, contractors, stakeholders, or any anyone on TfL property will not be tolerated. This also applies to the use of TfL provided IT services and/or equipment for such purposes.



In line with the relevant Harassment and Bullying policy and procedure, making threats, exhibiting threatening behaviour, or engaging in violent or abusive acts whilst employed, contracted, or volunteering will be regarded as gross misconduct, which may result in dismissal in accordance with the relevant Discipline at work policy and procedure.

Staff who have been proven to commit these acts when off duty are also violating TfL's Code of Conduct and will be dealt with robustly. It is TfL's decision how to respond to incidents that are brought to its attention based on the facts. This could include reporting incidents to the police.

4.6 When victims/survivors and abusers are colleagues

In cases where both the affected employee and abuser (alleged or proven) work for TfL, appropriate action will be taken. In addition to considering investigative or disciplinary action against the employee who is either alleged or proven to be carrying out the abuse, action may need to be taken to remove or minimise contact in the workplace, ensuring any bail conditions are complied with where these are known.

Action may also need to be taken to minimise the potential for the alleged abuser to use their position or work resources to find out details about the whereabouts of the victim/survivor. This may include a change of duties for one or both employees or withdrawing the alleged abuser's access to TfL tools or resources e.g., IT programmes or offices.

However, it is also recognised that in certain circumstances, those experiencing and committing domestic abuse in a relationship may choose to seek solutions jointly, and in such situations appropriate support should be given.

It is recognised that both the victim and alleged abuser may be at risk of psychological trauma if/when returning to work following an incident. They may also be at risk of recriminations or assaults from colleagues. Any potential risks, including for example self-harm or risk of reprisals for the alleged offender, must be identified during the return-to-work procedure, with appropriate support mechanisms put in place.

Where it is found that other work colleagues are in collusion with an alleged abuser or victim/survivor and acts in retaliation following the reporting of an incident by the victim/survivor, they too will be required to respond to any allegations made against them.

In situations where an employee witnesses or suspects abuse of a fellow colleague and reports this to their line manager, support should be provided to the employee reporting the abuse where required. This could include wellbeing support or putting a risk assessment in place if that was considered necessary. The Employee Relations team will be able to advise on this.

5 Changing abusive behaviours

If an employee is concerned that they may be displaying abusive behaviours with a current or past intimate partner, or with a family member, asking for help is encouraged at TfL.



They can be put in touch with agencies who specialise in supporting people to change their behaviour – refer to section 7 ‘External organisations and helplines’. Employees may also be able to take paid time off to attend these appointments. Again, this will need to be agreed in advance by their line manager.

6 Confidentiality

TfL recognises and respects an employee’s right and need for confidentiality. The information provided will be treated in a confidential manner unless circumstances arise that require action. These circumstances occur when there are concerns about children, where the affected employee is at high risk of serious harm, or where TfL needs to act to protect the safety of its employees, customers, or other members of the public.

In line with information sharing legislation, including the Data Protection Act and UK General Data Protection Regulation (GDPR), only proportionate, relevant, and accurate information will be shared with third parties. These decisions will be made on a case-by-case basis and decisions to share information will be discussed with the affected employee to ensure an appropriate plan is put in place.

7 External organisations and helplines

External Sources of Support and Information		
National Domestic Violence Helpline (In partnership with Refuge and Women’s Aid)	www.nationaldomesticviolencehelpline.org.uk	0808 2000 247
National stalking helpline Run by the Suzy Lamplugh Trust	https://www.suzylamplugh.org/Pages/Category/national-stalking-helpline	0808 802 0300
Paladin (national stalking advocacy service)	https://paladinservice.co.uk	020 3866 4107 info@paladinservice.co.uk
Bright Sky mobile app	https://www.hestia.org/brightsky	Free to download from Google Play and the App Store
The Respond to Abuse Advice Line	Adviceline.EB@hestia.org/	0203 8793695
Women’s Aid (For women and children facing violence/abuse)	https://www.womensaid.org.uk/	0808 2000 247 info@womensaid.org.uk
Refuge (Support for women and children facing violence/abuse)	https://www.refuge.org.uk/	0808 2000 247
NCDV: National Centre for Domestic Violence (provides a free emergency injunction service)	www.ncdv.org.uk	0800 970 2070
DV Assist (Legal assistance with obtaining non-molestation orders)	https://www.dvassist.org.uk/	0800 195 8699 support@dvassist.org.uk



Solace (for women and children in London)	https://www.solacewomensaid.org/	0808 802 5565
Samaritans (Suicide prevention)	https://www.samaritans.org	116 123
Victim support (For those affected by crime)	https://www.victimsupport.org.uk/	08 08 16 89 111
Shelter (Housing issues and homelessness)	https://england.shelter.org.uk	0808 800 444
Rape Crisis	https://rapecrisis.org.uk/	0808 802 9999
Survivor' Trust (rape and sexual violence of adults and children)	www.thesurvivorstrust.org	08088 010 818 (helpline) 01788 550 554 (office)
Survivors UK (Male rape and sexual abuse)	https://www.survivorsuk.org/	0203 598 3898 help@survivorsuk.org
Rights of Women (legal advice for women)	https://rightsofwomen.org.uk/	020 7251 6577 (national family law) 020 7608 1137 (London family law) 020 7251 8887 (criminal law) 020 7118 0267 (immigration law) info@row.org.uk
Galop (LGBT+ and anti-violence charity; supports lesbian, gay, bisexual, queer, trans, intersex, asexual, non-binary and genderqueer identified people)	http://www.galop.org.uk/	0800 999 5428 (national LGBT & domestic abuse helpline)
Men's advice line (For men experiencing domestic violence)	http://www.mensadvice.org.uk/	0808 801 0327 info@mensadvice.org.uk
Southall Black Sisters (For BAME – Black and Minority Ethnic – women)	https://southallblacksisters.org.uk/	0208 571 9595 (general enquiries) 0208 571 0808 (helpline: Mon, Wed, Fri 9.30-16.30)
Refugee Council	https://www.refugeecouncil.org.uk/	0808 8000 630 refugeeadvice@refugeecouncil.org.uk
Immigration Advice Service	https://iasservices.org.uk	0333 411 9244 info@iasservices.org.uk
Forced Marriage Unit	https://www.gov.uk/stop-forced-marriage	020 7008 0151 +44 (0)20 7008 0151 (from overseas) Mon – Fri, 9.00 – 17.00 020 7008 1500 (out of hours – ask for the Global Response Centre) fm@fco.gov.uk
Forward (female genital mutilation)	https://forwarduk.org.uk	+44 (0)208 960 4000, extension 1 Mobile: +44 (0)7834 168 141 support@forwarduk.org.uk



London Black Women's Project (for BAME women in London)	https://www.lbwp.co.uk/	020 8742 0528 info@lbwp.online
Imkaan (for BAME women and girls)	https://www.imkaan.org.uk/	020 7842 8525 info@imkaan.org.uk
Ashiana Network (for BAME women and girls)	http://www.ashiana.org.uk/	020 8539 0427 info@ashiana.org.uk
Asha Project:	http://www.ashaprojects.org.uk/	0208 696 0023 admin@asha.org.uk
Domestic Violence Intervention Project (DVIP)	https://dvip.org/	+44 (0)20 7928 4813 (Women's Support Services) +44 (0)20 7633 9181 (Violence prevention programme for men) dvip.info@richmondfellowship.org.uk
The Mix (under 25's)	https://www.themix.org.uk/	0808 808 4994
Older people	https://www.elderabuse.org.uk/	0808 808 8141 enquiries@elderabuse.org.uk
Respect (Perpetrators of domestic abuse, male victims, young people's violence)	http://respect.uk.net/	0808 802 4040 info@respectphoneline.org.uk
Everyman project (Counselling for perpetrators and survivors of abuse)	http://everymanproject.co.uk/	0207 263 8884 everymanproject@btinternet.com
ManKind Initiative (Male victims of domestic abuse)	https://www.Mankind.org.uk	01823 334244

8 Person accountable for this document

Name	Job title
[REDACTED]	Head of Employee Relations

9 References

Document no.	Title or URL
G1708	Domestic Abuse Guidance for Line Managers
P078	TfL Code of Conduct
S5254	LU Code of Conduct
P101	Safety and wellbeing policy
P085	TfL Attendance at Work Policy and procedure
PR1010	LU Attendance at Work Policy and procedure
P086	Surface Transport Operational Emp AAW Policy and Procedures
P025	RfL(I) Attendance at Work Policy and Procedure
P098	TfL Performance Support Policy and Procedure
G1905	LU Managing Performance Policy
P028	RfL(I) Performance improvement policy
P141	Discipline Procedure – Tube Lines
P089	Discipline Policy and Procedure Surface/Trans Ops



P090	Discipline Policy TfL
P027	Discipline Policy Rail for London (Infrastructure)
PR1011	Discipline Procedure London Underground
P087	TfL Bullying and harassment policy and procedure
PR1013	LU Harassment and bullying procedure
P140	Harassment and bullying policy and code of practice – Tube Lines
P094	Grievance policy and procedure including bullying and harassment – Surface Transport Operations
P026	RfL(I) Bullying and harassment policy
P034	Safeguarding Policy
PR0710	Safeguarding Procedure
Platform	Emergency loan
Platform	Tenancy deposit loan

10 Abbreviations

Abbreviation	Meaning
DA	Domestic Abuse
FGM	Female Genital Mutilation
EAP	Employee Assistance Programme
OH	Occupational Health
GDPR	General Data Protection Regulation
VHG	Vital Health Group (EAP service)

11 Document history

Issue no.	Date	Changes	Author
A1	May 2022	New Policy to support staff affected or managing Domestic Abuse cases as per CR-15986.	[REDACTED]
A2	October 2022	Update to section 4.3 to clarify guidance around disclosure of personal details to ER, as per CR-16685.	[REDACTED]
A3	November 2022	Update to section 4 to improve information on financial support as per CR-16911.	[REDACTED]
A4	January 2023	Updated reference to P098 Performance support policy and procedure following title change as per CR-17050.	[REDACTED]

