

## How to get help

- In an emergency always dial 999
- In a non-emergency dial the police's non-emergency line on 101 for advice
- If you believe a colleague or employee may need support, help and resources can be found at [itsneverokwirral.org](http://itsneverokwirral.org)

## How to get involved

If you would like help in ensuring you can provide the best support for any of your employees suffering domestic abuse, and would like more information about the Domestic Abuse Business Quality Mark, please contact:

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## Domestic Abuse & your business

How your business can support Wirral's Zero Tolerance to Domestic Abuse campaign and survivors of domestic abuse

**#ItsNeverOk**  
[itsneverokwirral.org](http://itsneverokwirral.org)



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## What is Domestic Abuse?

Domestic abuse is defined as 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.

### Domestic Abuse can be:

- Psychological
- Physical
- Sexual
- Financial
- Emotional
- Controlling Behaviour
- Coercive Behaviour

Anyone can be abused, no matter where they live or how much money they have.

It can affect anyone, regardless of race, age, class, gender, religion or sexuality. It happens in all kinds of relationships: heterosexual, lesbian, gay, bisexual and transgender.

## What is the Business Quality Mark?

The human and financial costs of domestic abuse are immeasurable, causing harm and disruption to families, communities and society on a massive scale.

Domestic abuse costs the UK economy £1.9 billion in lost output every year. It leads to decreased productivity, increased absenteeism and increased employee turnover.

The Domestic Abuse Business Quality Mark promotes Zero Tolerance to Domestic Abuse across businesses in Wirral.

The aim is to help staff feel supported and confident in approaching their employer for help; improve the work environment for all employees through minimising stress and absenteeism and increase employee commitment to the organisation.

### The Quality Mark approach:

#### Large & medium size businesses

##### Recognise

- Unexplained absence
- Changes in performance
- Changes in appearance, behaviour

##### Respond

- Safety planning in work
- Review working location/ hours
- Stalking and harassment

##### Refer

- Local domestic abuse services
- National helplines
- Workplace mentoring

#### Small businesses

##### Recognise

- Visible marks
- Changes in appearance, behaviour
- Anxiety, fear, phone/ watch checking

##### Respond

- Ask open questions sensitively
- Believe

##### Refer

- Local domestic abuse services
- National helplines

## Training & support for the Business Quality Mark includes:

- Free face-to-face training sessions for managers and HR staff
- Free training for staff who wish to become workplace mentors
- A Domestic Abuse Alliance-endorsed Quality Mark
- A single point of contact for ongoing information, advice and guidance
- Associated marketing and promotional opportunities for participating businesses

### The Business Benefits

- Staff feel supported and confident in approaching their employer for help
- Enhanced working environment for all, minimising stress and absenteeism
- Increased employee commitment to the organisation
- Reduction in stress-related sickness absence
- Evidential commitment to equality and diversity & enhanced reputational standing
- Identification and prevention of perpetrators using the workplace to stalk a victim

### How businesses/employers can support survivors

Even with limited resources, business owners can take steps to address the effects of domestic abuse in the workplace. It is often about awareness of the problem and signposting a colleague to local specialist support.