



**employers'  
initiative**  
on domestic abuse

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# **Delegate Pack**

Thursday 10 June 2021

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# A message of thanks

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## Event Sponsorship

We would like to thank Thames Water for their generous sponsorship of our June 2021 Quarterly Network Meeting. We are very grateful for their support.



**Lynne Graham**, HR Director, Thames Water

"With the shocking rise in domestic abuse since the pandemic, now more than ever it is vital that as HR professionals we work together to ensure we provide the support and protection employees experiencing domestic abuse need"

# A message from our Chair



**Elizabeth Filkin CBE , Chair, EIDA**

Welcome to our June Quarterly Network Meeting, we are so pleased that so many of you have been able to join us for what we hope you will find is an informative session.

There have been several changes since we last met, not least that Lorraine O'Brien has moved on to pastures new, as a reflection of our continued growth and influence. We are incredibly grateful to Lorraine for all she has achieved for the EIDA during her tenure. More news on our next CEO in the coming weeks and months.

In the meantime, we have a busy few months ahead of us and we are pleased to share some of those plans with you later in today's event.

We once again have a wonderful selection of speakers all of whom have unique insight they can share to ensure you are up to date with evolving sector challenges, activity and opportunity. It is a particular pleasure to hear from Nicole Jacobs, the first Domestic Abuse Commissioner, whose role and office has now been cemented in law, through the Domestic Abuse Act.

Thank you as ever for your continued support and most importantly, action. We hope you find the meeting informative and enjoyable. If you have questions after the session, please get in-touch with one of the team.



# Agenda



## Welcome & Introductions

- **Elizabeth Filkin CBE**, Chair, Employers' Initiative on Domestic Abuse

## Panel discussion

- **Steve Maule, Moderator**, EIDA Board Member
- **Leanne Wood**, Chief Human Resource Officer, Vodafone Group
- **Nicole Jacobs**, Domestic Abuse Commissioner for England and Wales
- **Chris Luff MBE**, CEO, Watford and West Hertfordshire Chamber of Commerce

## Questions & Answers

- **With the panel and Claudia McMahon**, Head of Culture and Inclusion, Vodafone Group

## Survivor Story with Questions & Answers session

- **Bal Kaur Howard**, Survivor and Trainer, Safeguarding Consultant

## Everyone's Business Awards

- **Patrick Ryan**, CEO, Hestia

## Safe Spaces Demonstration

- **Jo Tilley-Riley**, Director, Hestia

## Domestic Abuse Prevention Digital Tools

- **Eve Critchley**, Digital Innovation Lead, Hestia

## Close from Elizabeth Filkin

# Biographies

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## Nicole Jacobs

### Domestic Abuse Commissioner for England and Wales

Since her appointment to the role of designate Domestic Abuse Commissioner for England and Wales in September 2019, Nicole has begun energetically putting her 20 plus years of experience in domestic abuse policy and intervention to work, driving improvements to transform the response to domestic abuse in England and Wales. She is committed to championing victims and survivors of all ages, status, and backgrounds, and to shining a light on practises that fail them.

Nicole began her career at the Alabama State Coalition Against Domestic Violence in the United States. In 1999, she came to London as an early worker at ADVANCE, one of the first advocacy (now DVA service) services in the UK. In 2000, she began working at Standing Together Against Domestic Violence, expanding the coordinated community response efforts into health settings. Before becoming CEO of Standing Together in 2013, she held a number of senior leadership positions at highly respected organizations, including Special Projects Director at SafeLives, and Senior Operations Manager at Refuge.

### A message from Nicole Jacobs

“It is essential that everyone plays a role in tackling domestic abuse. It is great to see EIDA building a growing network of businesses who are willing to support their staff who have been or are being subjected to domestic abuse. It’s really important that companies have policies on domestic abuse and that employees and employers have training to help identify domestic abuse amongst staff and colleagues. This means they can help signpost victims to get the help they need.”



# Biographies

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**Steve Maule**

**EIDA Board Member**

Steve is a Director of EIDA, and a Consultant and Non-Executive Director specialising in Operations, People and Apprenticeships. In his career he has worked in several sectors including Finance, Training and Automotive.

An experienced HR Director, as well as his role with EIDA, he is Chair of Good Morning Service, a charity supporting the elderly and isolated based in Glasgow.



**Leanne Wood**

**Chief Human Resources Officer,  
Vodafone Group**

Leanne Wood is the Chief Human Resources Officer for Vodafone Plc. With over 20 years' international experience in large businesses across the consumer, luxury and retail sectors, Leanne brings experience of strategic planning, running effective organisations and developing talent.

Prior to joining Vodafone, Leanne was the Chief People, Strategy and Corporate Affairs Officer for Burberry Plc and the Group HR Director of Diageo Plc. Leanne is a Non-Executive Director, Chair of the Remuneration Committee and member of the Nomination and Audit Committees at The Go-Ahead Group Plc. She is also a Trustee to The Vodafone Foundation, Vodafone's charitable arm and a Board Director, Vodacom Group.



**Chris Luff**

**CEO, Watford and West Hertfordshire Chamber of Commerce**

Chris founded Freedom Communications Group a telecommunications company, with two friends in 1988, it was acquired in 2017 having reached reaching recurring revenues of £22m. Since then he has invested and helped develop several start ups in diverse sectors including Sales Apprenticeships, In - game advertising, Outdoor XR Adventure Games, Domestic Abuse Intervention Apps , Personal Safety Apps and Insurance Tech.

In 2017 Chris Founded The Chamber of Conscience, a network of goodwill to encourage business to collaborate and invest in social causes, as a result of its success he was asked to head up the Watford and West Hertfordshire as CEO .

In 2020 Chris was recognised in the Queens Birthdays Honours being awarded an MBE for his services to the community being one of the driving forces behind Watford's response to the Covid-19 crisis .

# Speaker biographies

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## Claudine McMahon

**Global Head of Culture and Inclusion,  
Vodafone Group**

Claudine is the Global Head of Culture and Inclusion at Vodafone, leading a team to develop and embed culture and inclusion programmes for 100,000+ colleagues globally. Claudine started her career with Walt Disney Studios in Los Angeles, her last role being Director of HR, EMEA for the Walt Disney Studios. Prior to joining Vodafone, she was Head of Organisation Effectiveness for Allied Irish Bank Group, focused on culture transformation during the financial crisis. Claudine holds a Bachelors' Degree in Psychology from the University of California, Irvine and an MSc in Organisation Behaviour from Trinity College Dublin, Ireland.



## Bal Kaur Howard

**Survivor and Trainer,  
Safeguarding Consultant**

[www.bkhtraining.co.uk](http://www.bkhtraining.co.uk)

Founder of BKH Training, Bal advocates on the issues of honour-based violence. Bal herself was forced into a child marriage. Escaping after 8½ years Bal was disowned by her family, she uses her experience to raise awareness, reduce victim isolation and increase reporting. She was employed by Suffolk Constabulary for 7½ years developing policies and training police officers and partner agencies to enhance the service to victims.

In Bal's words 'I refuse to take my past into the future and regard myself to be an empowered survivor- my darkest past is the greatest possession I have today.' She was twice nominated at the IKWRO True Honour Awards in recognition of her dedication to ending honour-based violence in the UK. In 2016, at the first BME Suffolk Business Awards, Bal was announced Winner of the Judges Special Award. In 2018, she was recognised by the East Anglian Daily Times as one of Suffolk's 100 most inspirational women.



## Patrick Ryan

**CEO, Hestia**

Patrick Ryan is CEO at Hestia, a charity that for the last 50 years has worked with adults and children in crisis across London and the southeast. Under Patrick's leadership, Hestia has increased its reach to people in crisis, supporting close to 16,000 people each year.

Hestia is home to UK SAYS NO MORE, a national anti-domestic abuse and sexual violence campaign and is also the creator of Bright Sky, an app to support victims and survivors. Hestia is also home to Everyone's Business - the cross-sector partnership programme putting employers at the heart of tackling domestic abuse by providing free, necessary and bespoke tools to recognise the signs and play an active role in prevention. Patrick is a UKCP registered psychoanalytic psychotherapist.

# Speaker biographies

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**Jo Tilley-Riley**

**Director, Hestia**

Jo Tilley-Riley is a Director at the charity Hestia and works to ensure adults and children across London and South East have a life beyond crisis.

During her three years with the organisation, Jo has implemented Hestia's Domestic Abuse prevention programme to provide business and local communities with the necessary tools and resources to provide support to domestic abuse victims. This includes the Everyone's Business programme, and national campaign UK Says No More, which recently launched Safe Spaces in over 5,300 pharmacies across the UK. Jo has also campaigned for the landmark Domestic Abuse Bill to recognise children as victims of domestic abuse."



**Eve Critchley**

**Digital Innovation  
Lead, Hestia**

Eve is Hestia's Digital Innovation Lead. With a background in digital strategy, service design, and product development, she oversees the development of Hestia's digital domestic abuse prevention tools, including Bright Sky and Respond to Abuse, as well as the organisation's digital transformation programme.

# Summary of Domestic Abuse Act

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## How it relates to employers

The Domestic Abuse Bill passed both Houses of Parliament and is now law. It will be implemented across criminal justice systems and agencies later this year.

What will the Domestic Abuse Act do? It provides more protections for the millions of people who experience domestic abuse, as well as strengthening measures to tackle perpetrators.

And what do the new measures mean for employers? Several of the measures are of note for employers to support any staff member coming forward to disclose abuse, or for members of staff who suspect a colleague is being abused.

Visit the members area of the website to download a handy factsheet which summarises the key measures and recommends the action to take. We will also produce regular updates as the measures of the Act are implemented, keep up to date through our website or through our social channels. In the meantime, refer to our Employer Handbook for practical support and guidance in supporting your staff.

[Domestic Abuse Factsheet](#)

# Message of thanks

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Through the generous sponsorship of The Insurance Charities, we were able to produce the EIDA's most popular downloaded resource, the employers' toolkit, back in 2017.

It's extensive use demonstrates the scale of employer engagement in tackling domestic abuse. In recognition of how important a resource it is, and always aware of ensuring we are keeping our employer members as up to date with latest guidance as possible, we are pleased to confirm that we have once again joined forces with Business in the Community and Public Health England to revise this important resource.

Lockdown has meant businesses have had to look again at how they support their staff; revisit where the boundary between home and work is; and put new ways of working in place to fulfil their duty of care as employers.

As a result, many have been awakened to what they can do to support and help staff experiencing domestic abuse, as well as contributing to the wider societal response to it.

Revisions to the toolkit now reflect the post-covid 19 reality of hybrid working. It now offers practical guidance about how to support staff working remotely, and how to respond when abuse is suspected or disclosed.

It is a valuable guide for any employer wanting to act, and it wouldn't be possible if it weren't for the generous commitment of The Insurance Charities team who we can't thank enough.

Click [here](#) to read and download the new version. Please help by sharing news of this update with your peers.

You can learn more about The Insurance Charities and the work they do [here](#).

# New members (11 March 2021– 2 June 2021)



**We would like to take this opportunity to welcome all the new members who have joined the Employers' Initiative on Domestic Abuse (prior to 2 June 2021)**

- Abri Group
- Advanced
- AIG
- Akadi Mentorship Group
- Alan Boswell Group
- Annapurna Recruitment
- Apollo LLP
- ARC Group
- Arthur Rank Hospice
- Aston Villa Football Club
- Auto Trader
- Banner Limited
- BBC
- Bear Human Resources Limited
- BEP Surface Technologies Limited
- Berkshire Healthcare Foundation NHS Trust
- Birmingham and Solihull Mental Health Foundation Trust
- BJP Insurance Brokers Limited
- BKH Training
- Blossomview Respite
- BNY Mellon
- BPHA
- Bracknell Forest Council
- Bridgewater Community Healthcare NHS Foundation
- British Red Cross
- Bubbl Tec
- Cambridge Womens Aid
- Canopus
- Canterbury City Council
- Card Geotechnics Limited
- Chapter of York (Yorkminster Council)
- Clatterbridge Cancer Centre NHS Foundation
- Codesponsored
- Coleq y cymoedd
- Commerz Bank
- Computershare
- Crawford and Company



# New members (11 March 2021– 2 June 2021)



**We would like to take this opportunity to welcome all the new members who have joined the Employers' Initiative on Domestic Abuse (prior to 2 June 2021)**

- Darlington
- Development Initiatives  
Poverty Research
- DHSC Test And Trace
- DOHR
- Doncaster Borough Council
- East Riding Yorkshire Council
- EHI
- ENEI
- Enlivened
- Equiniti
- Estee Lauder Companies
- Expedite (Circal)
- Fidelity International
- FLAG DV
- Free2Dream
- Frimley Health Foundation Trust
- Gonville @Caius College
- Guernsey Electricity Ltd
- HM Prison and Probation Service
- Hafan Cymru
- Hampshire and the Isle of Wight Fire and  
Rescue Service
- Hatton Traffic Management Limited
- Health and Safety Works
- Health-n-Safety
- Hemingways Marketing Services Limited
- Home of HR
- Hoveton and Wrexham Medical Centre
- In2Change
- Independent Age
- Iprism Underwriting Limited
- ITC
- Jones Lang La Salle
- Kaleidoscope
- Kea HR Partnerships Limited
- Kolonial
- Konung International
- L&C

## New members (11 March 2021– 2 June 2021)



**We would like to take this opportunity to welcome all the new members who have joined the Employers' Initiative on Domestic Abuse (prior to 2 June 2021)**

- Lawrence Cleaning Limited
- Maggies
- Marks & Spencers Group Plc
- Marshalls Plc
- MGAA
- Mishcon de Reya
- More Positive Me
- MSC Solicitors
- Myers & Co Solicitors
- Natalie Q Inspire Limited
- National Crime Agency (NCA)
- Newport Civic Centre
- Next PLC
- Nicolls Colton
- Nord Anglia
- North East Lincolnshire Council
- Northern Monk
- Northumbria University
- O2
- Oasis Domestic Abuse Service
- Office of James Cartlidge MP
- Office of Mark Menzies MP
- Office of Peter Gibson MP
- Office of Stephanie Peacock MP
- Office of Tom Pursglove MP
- Our Place Group
- Oxfordshire Clinical Commissioning Group
- Payplan
- Peliwica Insurance
- Principality Building Society
- Publicis Group
- Qualia Aesthetics t/a Qualia Academy
- Ralph Lauren
- Redbridge Council
- Reedhams Children Trust
- Refuge
- REKOM UK
- Rising Sun Domestic Violence and Abusive Service
- Rotary Club of Beeston

# New members (11 March 2021– 2 June 2021)



**We would like to take this opportunity to welcome all the new members who have joined the Employers' Initiative on Domestic Abuse (prior to 2 June 2021)**

- Rural Action Derbyshire
- Sanofi
- Sapphire Underwriting Limited
- Scottish Chamber of Commerce
- Scottish Legal Aid Board
- Security CPD Global Limited
- Sesame Bankhall Group
- Sidney Stringer Academy
- South Central Ambulance Service Foundation Trust
- St Gemma's Hospice
- Stena Women Development Group for Human Rights
- Stepping Stones School
- Stevenage Borough Council
- Stevenswood
- Suffolk Council
- Sussex Partnership NHS Foundation Trust
- Swindon Women's Aid
- The China Navigation Company
- The Exclusive Services Group
- The Horticultural Trades Association
- Thornton Group
- Thrive Future
- Torque Law LLP
- Trivallis
- Troy UK
- UEL
- Universities UK
- University of Birmingham
- University of Kingston
- University of Salford
- University of St Andrews
- University of Stirling
- Versus Arthritis
- Victim Support (Derby)
- Virtual Insurance Products Limited
- VWV
- Warrington Housing Association

## New members (11 March 2021– 2 June 2021)



**We would like to take this opportunity to welcome all the new members who have joined the Employers' Initiative on Domestic Abuse (prior to 2 June 2021)**

- Watford Women's Centre
- Waverley Borough Council
- Wayahead
- Wellbeing For Us
- Women of Wisdom and Change
- Women's Health and Family Services
- Young's Seafood Limited

# Member updates

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**We are delighted to showcase the remarkable work and support of some of our members since our last Network Meeting.**

## Aggregate Industries

We are delivering the awareness webinar and in-depth training delivered by AVA to all our Mental Health First Aiders (c140 colleagues).

## Alpha Vesta CIC

We have secured funding from The National Lottery Community Fund and Essex OPFCC to continue running all of our Online Awareness Sessions and Workshops to embed a culture of understanding around domestic abuse in the workplace. Our 'Impact of Domestic Abuse in the Workplace' online workshop and 'Policy Development Workshop' are all now fully-funded. Visit [www.alphavesta.com](http://www.alphavesta.com) to book and find out more about our services.

## Anglian Water

At the end of April 2021, as part of its efforts to educate, promote awareness and provide support., Anglian Water introduced its first Domestic Abuse Policy and a dedicated Domestic Abuse page on its internal website. Both the policy and webpage encourage employees to share their experiences to help develop how best we can support those impacted in the workplace.

## Member updates cont.

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We are delighted to showcase the remarkable work and support of some of our members since our last Network Meeting.

### Ashgate Hospice

We've launched our new domestic abuse policy for staff and are including domestic abuse awareness more explicitly in our safeguarding training for all staff and volunteers. We have appointed 9 Domestic Abuse Ambassadors (who have volunteered) across the business to receive specialist training.

### Auto Trader

We are currently trying to build a network of people, ie MHFA and across networks ie Womens Network and LGTB Network to collaborate and start planning to raise awareness.

### AXA Health

AXA Health are finalising their DA policy and we are putting together training and awareness for our managers and employees across the board. We are looking to establish safe contact space amongst other ideas.

## Member updates cont.



We are delighted to showcase the remarkable work and support of some of our members since our last Network Meeting.

### Balfour Beatty

We've refreshed our guidance initially published in 2019, developed a friends and family leaflet to spot signs and support, created a toolbox talk to raise awareness on our sites and recorded a podcast on DA to support Mental health awareness week.

### BEP Surface Technologies Ltd

We are new to the EIDA and are looking forward to participating & learning.

### BNY Mellon

We are early in our journey and very willing to learn from others' experiences. Thank you for putting this event together.

## Member updates cont.

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We are delighted to showcase the remarkable work and support of some of our members since our last Network Meeting.

### Broxtowe Womens Project

BWP has been raising awareness across the East Midlands heritage sector to support museums to become Safe Spaces. A pilot project with the National Justice Museum in Nottingham has enabled us to showcase our work and allow other sites to understand why Domestic Abuse in the workplace is relevant.

### Cafcass

We have now launched our updated Domestic Abuse Policy for Staff Support, accompanying Toolkit and Discussion Checklist for Managers. We have recruited and trained Domestic Abuse Champions and secured training dates for all managers.

### Careen Joseph

Submitted Operation DC to relevant government agencies to support the Domestic Violence Bill 2021. Operation DC is a real life case study about Post Separation Abuse. Post Separation Abuse is now a criminal act under the new Domestic Violence Bill 2021.



## Member updates cont.

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We are delighted to showcase the remarkable work and support of some of our members since our last Network Meeting.

### Danske Bank UK

On 30 March 2021 we launched our Domestic Abuse: Support for Colleagues Hub at Danske Bank. More information available upon request.

### DEFRA

DA guidance recently refreshed with extra information on internal signposting to help managers support employees.

### Dysart 57 Ltd

I have been working with the EIDA team to deliver presentations to a number of EIDA members and in my new role as an EIDA Ambassador we have been making a positive impact on many organisations.

## Member updates cont.



We are delighted to showcase the remarkable work and support of some of our members since our last Network Meeting.

EY

We continue to work on raising awareness internally of the issue of domestic abuse and the support available from EY and our service providers.

Fidelity  
International

We have globally launched an Employee & Manager Guide: Supporting those impacted by domestic abuse.

Fujitsu

We have produced and communicated guidance for employees and managers on domestic abuse and this is now part of our HR Handbook.

## Member updates cont.

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We are delighted to showcase the remarkable work and support of some of our members since our last Network Meeting.

Houses of  
Parliament  
Restoration and  
Renewal UK

We have now secured 5 days of paid leave for victims of DVA.

HSBC UK  
Bank plc

HSBC UK have been running a SafeSpaces pilot in their Southampton branch, with a view to extending this across suitable branches in the future.

Ministry of  
Defence

The MOD launched SafeSpaces Online on Defence NET in January. We continue to refine our policy rewrite with the help of Hestia and have engaged the survivor community for their input. A priority for 2021 is to increase availability of perpetrator programmes.

## Member updates cont.

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We are delighted to showcase the remarkable work and support of some of our members since our last Network Meeting.

Peony &  
Magnolia

In June we are running on behalf of the charity Hertfordshire Domestic Abuse Helpline (HDAH).

pladis

pladis launched a Domestic Abuse policy in January 2021 and we have set up a group of Champions.

Refuge

Refuge has launched a brand new digital platform [www.RefugeTechSafety.org](http://www.RefugeTechSafety.org) with dedicated resources for survivors. In addition we have launched a BSL service in the National Domestic Abuse Helpline.

## Member updates cont.

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We are delighted to showcase the remarkable work and support of some of our members since our last Network Meeting.

### Sesame Barkhall Group

We are looking to host a learning session for all colleagues, with support from EIDA. We are reviewing the EIDA toolkit and looking to develop internal resources to support our people.

### Sexual Trauma and Recovery Service

New project supporting children & young people who have been affected by Domestic Abuse.

### Skanska UK

Part of the Domestic Abuse Awareness Ambassador Working Group and Crisis Management Sub Working Group Part of UK says no more across Skanska sites.

## Member updates cont.

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We are delighted to showcase the remarkable work and support of some of our members since our last Network Meeting.

### Springfield Healthcare

We have now completed a policy on domestic abuse, and have arrangements in place for emergency funding should an employee require assistance. This would not have been possible without attending the meetings hosted by yourselves!

### Standing Together

We would very much appreciate hearing about the initiatives other Mental Health Trusts are undertaking.

### The Exclusive Services Group

We have put a number of well-being and domestic abuse blogs on our training platform. 26% of our staff have looked at the blogs & just over 100 people looked at the domestic abuse blogs.

## Member updates cont.

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We are delighted to showcase the remarkable work and support of some of our members since our last Network Meeting.

### Torque Law LLP

As part of a series of coffee mornings, we are running an event for select clients on 21 June 2021 focused entirely on employers' duties towards vulnerable employees in an agile working environment.

### University of Reading

Our draft DA policy is currently with our HR department for it to be moved through the approval process. I hope that its journey is smooth and swift.

### Westward Housing Group

Westward Housing have now trained all line managers to support and help staff affected by domestic abuse in line with our new policy.

# The EIDA Beacon Programme



The EIDA Beacons continue to make a positive impact on EIDA and allow us to deliver all the varied aspects of our activity. Their support is intrinsic to our ability to provide the services we do.





# EIDA Beacon updates



We are delighted to showcase the remarkable work and support of our EIDA Beacon members since our last Network Meeting.

## Annington Homes

Annington Homes have kindly introduced us to their substantial network of partners and suppliers, helping us grow our EIDA membership base.

## Collinson

Collinson have recently launched an Online Safe Space on their COVID-19 testing webpage where people experiencing domestic abuse can access support services, helplines, and information. Bertie Tonks has been working with EIDA and Circal on a webinar series for HR Professionals, the series is available to watch back on our website and provides guidance and advice as well as details on a HR Charter. Collinson's internal design team have helped produce the updated version of the Employers' Toolkit. We have also been kindly assisted by different staff members who have used their volunteering days to work with EIDA.

## Goldman Sachs

Caroline Dunne, Head of Employee Relations joined our HR Professional Webinar with Circal to present Goldman Sach's work to date supporting staff around Domestic Abuse. We're also grateful for introductions that they have facilitated for us to potential members and future EIDA Beacons.

# EIDA Beacon updates cont.



We are delighted to showcase the remarkable work and support of our EIDA Beacon members since our last Network Meeting.

## Hogan Lovells

Michael O'Donoghue, Senior Associate at Hogan Lovells, spoke at a recent event with us, discussing the new Domestic Abuse Act and the implication for employers. Hogan Lovells also continue to support EIDA with legal guidance to support our members and Beacons

## Lloyds Banking Group

Fiona Cannon OBE, Group Sustainable Business Director has provided support and guidance on the content for the Employers Toolkit.

## Marston Holdings

Marston Holdings are currently promoting domestic abuse awareness widely throughout their business and actively implementing policies, training and procedures that underpin their commitment to taking action on domestic abuse in all its forms.

# EIDA Beacon updates cont.



We are delighted to showcase the remarkable work and support of our EIDA Beacon members since our last Network Meeting.

## NHS South East

We look forward to working alongside Frimley Health Trust, Southern Central Ambulance Trust and Sussex Partnership NHS Foundation Trust to support the incredible work they have already implemented and hope to see more NHS sites follow suit.

## pladis

pladis are currently doing extensive work to promote Domestic Abuse Awareness internally, with a week-long awareness programme. Across the business there are now thirty trained domestic abuse champions.

## Slaughter & May

Slaughter and May have received a positive response from colleagues since the launch of their policy, guidance and webinar. Across the business there are now trained domestic abuse champions. They are actively working to introduce their network of law firms to EIDA.

# EIDA Beacon updates cont.



We are delighted to showcase the remarkable work and support of our EIDA Beacon members since our last Network Meeting.

## The Insurance Charities

We are delighted to announce the updated toolkit, which launched on the 4<sup>th</sup> June, was sponsored by The Insurance Charities.

## Vodafone

Vodafone are continuing to support research to understand the impact of domestic abuse and the role employers play in supporting their workforce. We are very pleased to have Leanne Wood, Chief Human Resources Officer and Claudine McMahon, Global Head of Culture and Inclusion from Vodafone Group speak at this Network Meeting.

**For further information on becoming a Beacon Member, or to find out more about how to support EIDA in its mission, please contact Kelly Wilde [support@eida.org.uk](mailto:support@eida.org.uk)**

# Updates – Refuge Tech Safety

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## Refuge

Refuge, the country's largest single provider of specialist domestic abuse services, today launches its new website, [www.RefugeTechSafety.org](http://www.RefugeTechSafety.org), with dedicated resources for survivors, after seeing an increase in the number of referrals of complex cases of tech abuse.

Between April 2020 and May 2021, Refuge has seen on average a 97% increase in the number of complex tech abuse cases requiring specialist tech support when compared to the first three months of 2020. In the last 5 months, this number has jumped to an average of 118% more complex tech abuse cases compared to before March 2020.

Complex tech abuse cases supported by Refuge's Tech Abuse Team often involve perpetrators using multiple accounts and devices to abuse, control and monitor their partners. The technology harnessed can range from everyday devices and accounts, to sophisticated, malicious software. [A recent report](#) from one of Refuge's digital security partners Avast found a 93% increase in the use of malicious stalkerware apps when compared to the same time last year. Such abuse commonly happens alongside physical, sexual, emotional and/or financial abuse.

Refuge knows that many women experiencing tech abuse feel they have no choice but to stop using online spaces or their devices, which further compounds their isolation. The new Tech Safety Website has been created in consultation with survivors and provides women with resources for recognising tech abuse and using technology safely.

[www.RefugeTechSafety.org](http://www.RefugeTechSafety.org) hosts a short, animated film which illustrates common forms and experiences of technology facilitated abuse. The website also provides 17 step-by-step support guides covering a range of device and account settings, created specifically with domestic abuse survivors' safety in mind. The guides provide easy to follow instructions on how to secure the settings for a range of commonly used devices and accounts, with cautions provided throughout where an action could notify an abuser. The website also includes an interactive Tech Safety Tool (chatbot) with video guides for securing accounts and devices in English, Urdu, Polish and Spanish.

# Updates – Victims' Commissioner 2021 Victims' Survey

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## 2021 Survey Details

The Victims' Commissioner launched her [2021 Victims' Survey](#) on the 3<sup>rd</sup> June. The survey will explore experiences of the criminal justice system from those who have been victims of or reported a crime in the past three years.

We would be grateful if our members could share the link to the survey with your staff and networks so that the Commissioner can gain insight from as broad and diverse a group of victims of crime as possible.

Below are some useful links and suggested tweets below, although of course feel free to use your own wording.

## Useful links

- [2021 Victims' Survey](#)
- Victims' Commissioner [news story](#)
- [Victims' Commissioner tweet](#)

## Suggested tweets

Have you been a victim of or reported a crime in England and Wales in the past 3 years? The Victims' Commissioner wants to hear about your experience of the criminal justice system: [Victims' Survey 2021 - Victims Commissioner](#)

The Victims' Commissioner has launched her 2021 Victims' Survey. Complete the survey to have your voice heard: [Victims' Survey 2021 - Victims Commissioner](#)

# Updates - CIRCAL & EIDA Webinar Series for HR Professionals

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## Circal & EIDA HR Charter

Circal was created by a group of HR directors and leaders who wanted to make a difference to their industry. First and foremost, they wanted to make it easier for their peers to solve specific strategic challenges that would elevate their organisation and the industry.

Since 2016 they've helped over 16,000 professionals easily access tailored advice and content, to ensure they're prepared for the wide variety of challenges impacting their workplace. Then 2020 happened. This presented the world with a whole new set of challenges that none of us could have foreseen. However, as disruptive as the period was (and continues to be), the team at Circal, were incredibly proud to see so many leaders step up to steer their teams through adversity.

The pandemic inspired Circal to develop different approaches that will better support organisations through continual change - through this came the Circal Ecosystem. The Circal Ecosystem embraces a hybrid method of working. It blends instant access to the most relevant research and data for you through the digital platform, with the opportunity to connect HR leaders with peers in your industry, from a wide variety of multinational companies and organisations.

2020 also saw a surge in domestic violence cases following the lockdown. Stay-at-home orders intended to protect the public and prevent widespread infections, however, left many victims trapped with the abusers. EIDA teamed up with Circal to arm HR leaders with the knowledge and toolkits that will enable organisations to stand shoulder to shoulder against this issue and protect their employees through a three part webinar series aimed to help HR Professionals navigate how to help Domestic Abuse sufferers.

Jointly we ran three webinar sessions designed to help prepare HR Professionals for the new Domestic Abuse Act. As part of this forum we also worked with Circal members to create an HR Charter.

If you would like to watch the sessions, which include survivor stories and advice, talks and guidance from Lloyds Banking Group, Goldman Sachs and Hogan Lovells, as well as discussions on what the Charter should contain, please visit the events section of the EIDA website, where more information will be uploaded soon.

To learn more about Circal click [here](#).

# Home Office, news & campaigns

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## Ask for ANI codeword scheme

The Government launched the [Ask for ANI codeword scheme](#) with independent, Boots and Superdrug pharmacies earlier this year. There is a [video](#) of a Boots pharmacist discussing how the ANI scheme supports victims on our social media channels. We have also produced [downloadable assets](#) including posters and social media images for you to use. For more information or materials, please email [AskforANI@homeoffice.gov.uk](mailto:AskforANI@homeoffice.gov.uk).

If you are experiencing domestic abuse and need immediate help, ask for 'ANI' in a participating pharmacy. 'ANI' stands for Action Needed Immediately but also phonetically sounds like the name Annie. If a pharmacy has the 'Ask for ANI' logo on display, it means they're ready to help. They will offer you a private space, provide a phone and ask if you need support from the police or other domestic abuse support services.

## campaign materials

Thank you to everyone who has helped to promote the #YouAreNotAlone campaign over the last 12 months. With your support, the campaign has reached over 32 million adults in the UK since its launch, and has raised awareness of the help and support that is available for victims of domestic abuse and their friends and family.

As we enter a new phase of our response to the pandemic, we know from your feedback that many victims of domestic abuse will need help and assistance in the coming months.

As part of this new phase, we have also updated the partner pack. It includes:

- more information on the #YouAreNotAlone campaign and its key aims
- Downloadable links to updated messaging and assets
- Suggested copy for your social media channels.



## Coming soon

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### More information on the Domestic Abuse Act

We will be creating more fact sheets in the coming months, look out for updates via the newsletter.

## Future dates

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### Quarterly Network Meeting

Our next meeting is scheduled for Thursday 16<sup>th</sup> September 2021 at 14.00

**More details to follow**

## Member resources

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A wide selection of resources are available on the EIDA website including more information on the **updated Toolkit**, **Bright Sky App** and **Safe Spaces** [eida.org.uk](https://eida.org.uk)

The EIDA member area hosts our **Member Handbook**, the new **Domestic Abuse Act Fact Sheet**, **example policies** and details on the **EIDA Workplace Champions Programme**.

## Support our reach

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### Refer a member

Please either contact us directly, or through our website, to help us expand our network.

### Social

Follow us on [Twitter](#) and [LinkedIn](#). These channels are a powerful tool for growing our membership, our influence and therefore helping more people. Please like, share and repost as much as you can to help amplify our message.

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