



Domestic Abuse Policy Negotiating Pack

Introduction

Domestic abuse is a serious problem. It occurs right across our society and it has devastating consequences for the victims and their families. It knows no boundaries as regards age, gender, race, religion, sexual orientation wealth or geography.

This guide is to assist UCU Wales representatives in negotiating a workplace policy on domestic abuse. It is intended that this guide be used in a practical way to give information and advice to union representatives in the workplace and to enable them to give consistent and effective advice to those suffering domestic abuse. It also provides a model policy for branches/LAs to table at their own institutions.

The Welsh context

The Welsh Government has outlined that it is committed to the resolution of domestic abuse (Welsh Assembly Government 2005). In 2013, the Welsh Government has announced that its Legislative Programme for 2013-2014 will include an **Ending Violence against Women and Domestic Abuse Bill** to tackle all forms of violence against women, domestic abuse and sexual violence.

Recently, the Welsh Government has required NHS organisations in Wales to have a policy in place to support the Welsh Government Strategic Action Plan for tackling domestic abuse.

At the Workforce Partnership Council Meeting on 29 April 2013 the Minister for Local Government and Government Business stated that it was her intention to ensure that all public sector organisations represented through the Workforce Partnership have in place a domestic abuse policy.

The Welsh Government Right to be Safe strategy and implementation plan can be found here:

<http://wales.gov.uk/topics/housingandcommunity/safety/domesticabuse/publications/besafe/?lang=en>

It is important to note that point 1.23 of the implementation plan states that the Government will encourage the development of work place policies on domestic abuse and violence against women in the public sector as does the Welsh government's white paper consultation document on legislation to end violence against women, domestic abuse and sexual violence (Wales).

UCU Wales considers that in support of the Welsh government commitment to tackling domestic abuse and the because of the wider implications of domestic abuse, it should be encouraging higher and further education institutions in Wales to develop and introduce domestic violence abuse policies.

Legislative Framework

- **The Health and Safety at Work Act etc (1974)** set out the requirements to secure the health, safety and welfare of those at work, and to protect the health and safety of any persons affected by work activities.
- **The Management of Health and Safety at Work Regulations (1999)** require an employer to make an assessment of significant risk to all those affected by its undertaking, and to put in place control measures to bring any significant risks to the lowest possible level
- **The Domestic Abuse, Crimes and Victims Act (2004)** addresses some of the proposals made in government consultation paper Safety and Justice to improve legal protection for victims of domestic abuse. The Act has three main parts focusing on domestic abuse, criminal procedure and victims.
- **The Equality Act (2010)** creates a public sector equality duty to which all public bodies are legally obligated from April 2011. The public sector equality duty consists of a general duty and specific duties. The specific duties are intended to help public bodies to meet the general duty. As public sector bodies Higher and Further Education Institutions are required to eliminate discrimination, harassment and victimization, actively promote equality of opportunity and equity of outcomes for all and foster good relations between people of different groups in all aspects of policy, workforce issues and service delivery.
- **The Sexual Offences Act (2003)** came into force in 2004. The Act overhauls that sexual offences framework and includes provisions to give children and adults better protection against sexual abuse and exploitation.
- **The Human Rights Act (1998)** supports a culture of respect for individuals' basic rights including the prohibition of discrimination and the right to respect private life.

Definition of domestic abuse, violence against women and sexual violence

A definition of domestic abuse, violence against women and sexual violence can be found in the Home Office definition of domestic abuse and the United Nations definition of violence against women and sexual violence.

Domestic Abuse and Violence – Home Office

The cross-government definition of domestic violence and 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 example, this can include abuse and violence perpetrated by sons, daughters, grandparents or any other person who has a close or blood relationship with the victim).

Violence against Women – United Nations

Any act of gender-based violence that results in, or is likely to result in physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or private life.

Sexual Violence – United Nations

Any sexual act, attempt to obtain a sexual act, unwanted sexual comments or advances, or acts of traffic, or otherwise directed against a person's sexuality using coercion, by any person regardless of their relationship with the victim in any setting.

Why is domestic abuse a trade union issue?

The effects of domestic abuse can be wide reaching, it can affect job performance, job security and the health and safety of those suffering from domestic abuse can be at risk. Women are often forced to leave their homes, perhaps making the workplace inaccessible, fearing that the perpetrator will harass them at work.

Identifying domestic abuse at an early stage can lead to appropriate help and information and the damaging effects being minimized and can reduce work-related problems. A workplace policy will also result in a more positive supportive work environment for everyone.

What is a domestic abuse policy?

A domestic abuse policy is a document that clearly states that the Institution will not tolerate domestic violence or abuse and that it is committed to supporting staff who are subjected to it as well as committed to taking action against those who perpetrate such abuse.

UCU Representatives and disclosures of domestic abuse

UCU's document Violence against Women available at:

http://www.ucu.org.uk/media/pdf/2/1/violence_against_women.pdf

outlines the following useful checklist for UCU Representatives supporting members:

How can UCU help - checklist for union representatives

1. Raise awareness of the issue amongst branch members and publicise that the union can give practical support.
2. Be sympathetic and non-judgemental, have some understanding and awareness of the issue.
3. Try to ensure there is a woman on the branch committee who can give initial support to a member suffering domestic violence, since a woman in this situation may prefer to talk to another woman.
4. Remember confidentiality is paramount and do not disclose any information to a third party without the prior permission of the woman concerned.
5. Provide information on external support available, eg Women's Aid, since members may not wish to seek assistance from management. Find out the local contacts and make these available.
6. Recommend that physical violence is reported to the police – it may be or could become life-threatening.
7. Be able to deal with the situation if both partners work together – ensure that the harassment procedure is used promptly if abuse takes place at work.
8. Allow the member to make decisions about any future action at her own pace without pressure and provide support for as long as it is needed.
9. Negotiate a period of paid special leave if necessary to enable the woman to resolve the crisis, relocate and recover.

The General Equality Duty

The general duty has three aims, it requires public bodies to have **due regard** to the need to:

1. eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010
2. advance equality of opportunity between people from different groups
3. foster good relations between people from different groups-this involves tackling prejudice and promoting understanding between people from different groups.

The general duty applies to every public authority in Wales. This means that all HE and FE institutions have a legal duty to prioritise action to address the most significant inequalities within their remit and take actions that are likely to deliver the best equality outcomes.

The Equality Duty is an important mechanism for tackling violence against women.

The scale and impact of violence against women is so significant that all public authorities should consider prioritising this issue. This means assessing the needs, services and employment of women experiencing domestic violence and setting priorities accordingly.

Violence against women is an issue that cuts across all services, policies and employment practices. All public authorities should consider what steps they can take towards prevention, provision and protection. This can be done by:

- combating the attitudes that allow violence to take place
- supporting those affected by violence with voluntary as well as statutory agencies
- providing immediate safety and an overall sense of safety and security.

Key negotiating points in the workplace

Trade unions and interested parties have been campaigning over a number of years to ensure that the issue is seen as a workplace and political issue.

It is important that employers recognise that having a workplace policy supports employees experiencing domestic abuse but is also of benefit to them. It is a good investment, helping them to ensure the health, safety and welfare of the workforce and reduce absence- related costs and increase productivity.

Below are the key points that may help in negotiating a workplace policy:

- Recruitment and retention

Creating a team of trained and experienced staff costs money. Having a workplace policy is a good investment for an employer, helping to retain skilled, trained and experienced staff and thereby reducing the costs that occur when staff leave. Also, an employer who promotes family friendly policies will be attractive to a much wider pool of potential applicants.

- Staff morale and productivity

A workplace policy on domestic abuse can help create a positive working environment. If staff feel that they are fully supported and confident in approaching their employer for help then this can increase their morale, loyalty and commitment which in turn can have a positive impact on productivity.

- Disciplinary action

The effects of domestic abuse can impact on attendance, punctuality, work performance, health and safety and productivity. A clear policy on domestic abuse that enables employees to confide in workplace representatives at an early stage can prevent unnecessary disciplinary action against an employee.

- Public image and reputation

Employers who have a policy on domestic violence are communicating a powerful message to employees, potential employees and the wider community that they are committed to supporting employees, the principles of equal opportunities and community investment.

UCU Wales would encourage branches/LAs to table this model policy at the relevant negotiating committee. This model policy is based on the domestic abuse policies in operation in NHS Health Boards across Wales

MODEL – Domestic Abuse Policy

Introduction

XXX University/College (the University/College) is committed to heightening awareness of domestic abuse and providing guidance for employees and management.

Studies have consistently demonstrated the prevalence of domestic abuse, with an estimated 1 in 4 women being affected by domestic abuse in her life time and two women a week are killed by their partner or ex-partner. It is acknowledged that whilst it is usually women who experience domestic abuse, this policy applies equally to men who require advice or help.

Objectives

The purpose of this policy is to:

- support employees experiencing domestic abuse
- enable employees experiencing domestic abuse to remain productive at work
- aid managers in seeking to help team members experiencing domestic abuse
- assist colleagues of those experiencing domestic abuse, and
- reinforce organizational corporate social responsibility objectives by demonstrating the university/college values, and its willingness to support staff during difficult periods

Definition

Domestic abuse involves a variable combination of physical, sexual, financial, emotional and psychological abuse within the context of a relationship. The abuse can be actual, threatened or attempted and is usually committed by adult men against those with whom they are having or have had a relationship. Domestic abuse can occur between partners of the same sex. It also occurs between other family members, for example parents and grandparents and siblings and extended family. It generates a complex set of needs for the men, women and children affected.

Employees experiencing domestic abuse

Employees who make it known to the university/college that they are experiencing domestic abuse will be treated in a supportive and sympathetic manner. They will not be judged by other employees and will be encouraged to help themselves out of their abusive

circumstances, having due regard for their personal safety, and that of any children and vulnerable adults in the household if applicable.

Employees can seek advice and support from their line manager or human resources department. Alternatively, employees can contact the university/college occupational health service for confidential advice. Trade union representatives should also be able to provide advice and support.

Employees should be encouraged to discuss any issues of domestic abuse with their line manager as often the effects of domestic abuse can impact on an employee's standard of work or attendance. This will be taken into consideration with regards to any formal management under the university/college's capability and relevant policies.

The university/college respects the employees right to privacy in the event that they do not wish to inform the university/college that they have experienced, or are experiencing, domestic abuse.

Employees who recognise or suspect that a colleague is living in an abusive situation at home should speak in confidence to their line manager or Human Resources Department. Employees should recognise that they are not trained counsellors and should be wary of promising more than they can deliver in terms of support. They should also consider their own well-being as they may be putting themselves in danger if the abuser becomes aware of their support.

Managers' responsibility

Research has shown that whilst victims of domestic abuse may be reluctant to disclose what is happening to them, often they are hoping that someone will realize that something is wrong and ask them about it. An early identification of a problem of this nature could result in the employee being able to deal with their situation more effectively.

Managers should appreciate how difficult it may be for an employee to discuss his/her personal circumstances and should always offer support in non-judgmental fashion. They should remember that, very often, signs of abuse will not be visible and that an individual may leave their abusive environment only to return again sometime in the future.

Where a manager suspects that an employee is experiencing domestic abuse, they should contact their Human Resources Department for advice before any discussion takes place in with the employee. Any discussion about the employee's situation should take place in private and any questions should be asked with care and sensitivity. Employees should never feel pressurized into disclosing personal information that they do not feel comfortable sharing.

Managers may consider implementing reasonable measures which would protect the safety of employees who are experiencing domestic abuse. For example, employees who are concerned for their safety while travelling between work and home, and whilst at work, may benefit from a temporary change in hours or place of work. In some circumstances it may be appropriate to permanently relocate or redeploy an employee as a supportive measure if this is practicable and has no significant impact on service delivery.

Employees who are experiencing domestic abuse may demonstrate poor punctuality, poor attendance, work performance or productivity. Managers should be aware that these factors may be symptoms of domestic abuse and take appropriate steps to try and establish this prior to investigating any disciplinary procedures.

Managers who wish to support an employee who is experiencing domestic abuse should contact the Human Resources Department in the first instance for assistance and/or advice.

Employees who are alleged perpetrators or perpetrators of domestic abuse

Domestic abuse perpetrated by employees will not be condoned under any circumstances nor will it be treated as a purely private matter. The University/college recognizes that it has a role in encouraging and supporting employees to address violent and abusive behaviour of all kinds.

If an employee approaches their line manager, or another manager in the university/college about their abusive behaviour, the university/college will provide them with information about the services and support available to them and will encourage the perpetrator to seek support and help from an appropriate source.

The University/college will treat any allegation, disclosure or conviction of a domestic abuse related offence on a case-by-case basis with the aim of reducing risk and supporting change in behaviour.

An employee who is cautioned or convicted of a criminal offence in relation to domestic abuse may be subject to the university/college disciplinary procedure. The university/college also reserves the right to consider the use of the disciplinary procedure should an employee's activities outside work have a detrimental impact on their ability to perform the role for which they were employed and/or be considered to have brought the university/college into disrepute.

If a colleague is found to be assisting an abuser in perpetrating the abuse, for example, by giving them access to facilities such as telephones, email or fax machines then they will be seen as having committed a disciplinary offence.

If it becomes evident that an employee has made a malicious allegation that another employee is perpetrating abuse, then this will be treated as a serious disciplinary offence and action will be taken under the university/college disciplinary policy.

In cases where both the victim and the alleged perpetrator or perpetrator of domestic abuse work in the same school/department/faculty, the university/college will take appropriate action.

In addition to considering disciplinary action against the alleged perpetrator or perpetrator, action may need to be taken to ensure that the victim and the alleged perpetrator or perpetrator do not come into contact in the workplace.

Action may also need to be taken to minimise the potential for the alleged perpetrator or perpetrator to use their position or work resources to find out details about the whereabouts of the victim. This may include a change in duties for one or both employees or withdrawing the alleged perpetrator's/perpetrators access to certain computer programs or offices.

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

Confidentiality

Once an employee has confided in their manager or a member of the Human Resources Department that they are experiencing domestic abuse, they should be reassured that this information will be kept confidential, as far as reasonably practical.

Correspondence between the university/college and the employee should be discussed and agreed regarding safe contact numbers and addresses.

However, an exception to the employee confidentiality may arise in circumstances of child protection or in the protection of vulnerable adults from abuse. In these circumstances the manager must inform the employee that they are obliged to seek further advice in relation to safeguarding of children or protection of vulnerable adults.

Complete confidentiality cannot be guaranteed in these situations.

Ensuring the employees' health and safety

The responsibilities of managers, employees and others are defined in the Health and Safety at Work Act 1974. Where an employee advises that they are experiencing or are at risk of domestic abuse an attempt should be made to assess whether there is a threat to their personal safety during working hours. A risk assessment should be documented and any mitigating actions identified/implemented. When considering measures identified

above, the manager may have to take into account whether the measures are operationally viable. In all instances however, the health and safety of the employee, other members of staff and students should be a primary consideration when managing the situation.

Communication and training

It is the responsibility of managers to ensure that employees are made aware of this policy, their role and responsibilities at local induction.

Training will be provided as required.

In order to raise further awareness of domestic abuse, posters and details of Welsh government campaigns will be displayed on university/college property.

[Where university or college has a special leave policy or can be amended to be a stand-alone section on special leave]

Options to provide leave for employees experiencing domestic abuse

The university/college has a special leave policy, which has provisions to allow for some paid or unpaid leave to deal with situations of domestic distress, at the manager's discretion. Managers should therefore deal sympathetically and consistently with requests from employees, who have disclosed they are experiencing domestic abuse, for reasonable time off.

Employees will be entitled to special leave to attend civil or criminal court hearings as a witness. They will also be entitled to special leave if they are required to attend court to seek an injunction against a perpetrator or alleged perpetrator of domestic abuse.

Managers must record applications for special leave in accordance with the university/college special leave policy. If the leave relates to domestic abuse the records must be placed in a sealed envelope marked 'For managers access only' and filed within the employees personnel file. Copies sent to the Human Resources Department must be sent in a sealed envelope, clearly marked 'Strictly private and confidential'.

Managers should deal sympathetically and creatively in exploring options with staff where it is necessary for them to arrange appointments during the normal working day. These appointments may include:

- appointments with support agencies, such as Women's Aid, social services, counsellors, etc
- arranging re-housing
- meeting with solicitors; and/or
- making alternative childcare or education arrangements.

Appendix 1 – Guide to Support Agencies for Domestic Abuse

National Contacts:



Local Contacts:

University/college Employee Wellbeing Service/ Counselling Service xxxxxxxxxxxx

Police Contacts:

In an emergency dial 999

South Wales Police Public Protection Unit 01656 651660

Dyfed Powys Police Domestic Abuse Officers can be contacted on the non-emergency number 101

North Wales Police can be contacted on the non-emergency number 101

Gwent Police can be contacted on the non-emergency number 101

The following additional numbers may also be useful:

[Insert here details of the University/college occupational health service or Employee Wellbeing details]

Appendix 2 – Asking questions about suspected domestic abuse

(Taken from the Welsh Government Domestic Abuse, Violence against Women and Sexual Violence Policy for Staff. Published 30 September 2013 available at:

<http://wales.gov.uk/docs/dsjlg/publications/comm/131002domabusevawpolicyen.pdf>)

Asking difficult questions

This guidance will help line managers to begin a conversation with an employee where they suspect that he/she is experiencing domestic abuse and violence.

- It is important to normalise the process of 'asking the question'. The best way to encourage the individual to open –up to you is to adopt a considerate questioning approach.
- Try to avoid 'shutting down' disclosure through you adopting a self conscious or apologetic approach.
- If your approach is too forthright, you risk your questions being perceived as a threatening intrusion into an employee's personal life.
- Talking about domestic abuse/violence is an emotionally charged event for both the person being abused and the confidante and needs to be handled sensitively.
- Begin by letting the employee know that you are concerned, that s/he is not alone and that s/he doesn't deserve the abuse/violence and that help is available. These things can begin to bridge his/her isolation and open up other possibilities.
- Let the employee know what you have observed:
- Be careful that there isn't an over-focus on physical violence to the detriment of emotional, psychological, financial and other aspects of domestic abuse
- Believe an employee if they disclose that they are experiencing domestic abuse/violence – do not ask for proof
- Reassure the employee that the organisation has an understanding of how domestic abuse and violence may affect them at work and the support that can be offered.
- Once you have used the question examples below to begin and discuss the situation – use validating messages such as:
 - 'I am concerned about your safety and well-being.'
 - 'I understand how difficult it is for you to make the needed changes.'
 - 'You are not alone.'
 - 'The abuse/violence is not your fault and only your abuser can stop their abusive behaviour.'
 - 'No-one deserves to be abused. There is no excuse for violence and you deserve better.'
 - 'There are options and resources available to you.'

Indirect questions

If a manager suspects that an employee is experiencing domestic abuse, they should ask the employee indirect questions, to help establish a relationship with the employee and develop empathy. For example:

- Are there any issues you would like to discuss with me?
- I have noticed recently that you are not yourself, is anything the matter?
- Is everything all right at work?
- Are there any problems or reason that may be contributing to your frequent sickness absence/under-performance at work?
- Is everything all right at home?
- Are you being looked after properly?
- Is your partner taking care of you?
- Are you getting on alright with your partner/ family at the moment?

Direct questions:

The manager should ask 'direct questions' to prompt the employee to discuss any possible experiences of domestic abuse, if they are displaying signs of physical assault or injury.

The following question must be asked with great sensitivity and care:

'Quite often, one of the reasons people are not themselves at work is that things are not right at home. I know that many people experience domestic abuse in the home, can you tell me how you got your injuries?'

The following are some examples of follow up direct questions, which it might be useful to ask the employee, once it has been established that there may be or is a problem related to domestic abuse:

- Does your partner/family member(s) get jealous of you seeing friends, talking to other people, going out? If so, what happens?
- Does your partner/family member lose their temper with you? If so, what happens to you as a result?
- Has your partner/family member threatened to hurt you or your children/ In what way?
- Do you feel frightened of your partner or someone else at home?
- Are you currently in a relationship where you are experiencing abuse?
- Have you ever been slapped/kicked/punched etc, by your partner/family member?
- Does your partner/family member blame alcohol or drugs for the behaviour towards you?

Appendix 3 – What is domestic abuse?



The Survivor's Handbook

There are a number of different definitions of domestic violence. In Women's Aid's view, domestic violence is physical, psychological, sexual or financial violence that takes place within an intimate or family-type relationship and forms a pattern of coercive and controlling behaviour. This can include forced marriage and so-called 'honour' crimes. Domestic violence often includes a range of abusive behaviours, not all of which are, in themselves, inherently 'violent' - hence some people prefer to use the term 'domestic abuse' rather than 'domestic violence'.

Domestic violence is very common: research shows that it affects one in four women in their lifetime. Two women a week are killed by their partners or former partners. All forms of domestic violence - psychological, financial, emotional and physical - come from the abuser's desire for power and control over an intimate partner or other family members. Domestic violence is repetitive and life-threatening, it tends to worsen over time and it destroys the lives of women and children.

Crime statistics and research show that domestic violence is gender specific - that is, it is most commonly experienced by women and perpetrated by men, particularly when there is a pattern of repeated and serious physical assaults, or when it includes rape or sexual assault or results in injury or death. Men can also experience violence from their partners (both within gay and straight relationships); however women's violence towards men is often an attempt at self defence, and is only rarely part of a consistent pattern of controlling and coercive behaviour. For this reason, we will generally refer to the abuser as 'he' and to the survivor as 'she'.

Domestic violence also has an enormous effect on the children in the family. Nearly three-quarters of children considered 'at risk' by Social Services are living in households where one of their parents/carers is abusing the other. A high proportion of these children are themselves being abused - either physically or sexually - by the same perpetrator. (Estimates vary between 30% to 66% depending upon the study.)

Any woman can experience domestic violence regardless of race, ethnic or religious group, class, disability or lifestyle. Domestic violence can also take place in lesbian, gay, bisexual and transgender relationships. Domestic violence can also be perpetrated by other family members (for example, extended family). In some cases, older children - teenagers or young adults - are violent or abusive towards their mothers or other family members

Although every situation is unique, there are common factors that link the experience of an abusive relationship. Acknowledging these factors is an important step in preventing and stopping the abuse. This list can help you to recognise if you, or someone you know, are in an abusive relationship.

- **Destructive criticism** and verbal abuse: shouting; mocking; accusing; name calling; verbally threatening.
- **Pressure tactics:** sulking; threatening to withhold money, disconnecting the telephone, taking the car away, taking the children away, or reporting you to welfare agencies unless you comply with his demands; threatening or attempting suicide; withholding or pressuring you to use drugs or other substances; lying to your friends and family about you; telling you that you have no choice in any decisions.
- **Disrespect:** persistently putting you down in front of other people; not listening or responding when you talk; interrupting your telephone calls; taking money from your purse without asking; refusing to help with childcare or housework.
- **Breaking trust:** lying to you; withholding information from you; being jealous; having other relationships; breaking promises and shared agreements.
- **Isolation:** monitoring or blocking your telephone calls; telling you where you can and cannot go; preventing you from seeing friends and relatives; shutting you in the house.
- **Harassment:** following you; checking up on you; not allowing you any privacy (for example, opening your mail), repeatedly checking to see who has telephoned you; embarrassing you in public; accompanying you everywhere you go.
- **Threats:** making angry gestures; using physical size to intimidate; shouting you down; destroying your possessions; breaking things; punching walls; wielding a knife or a gun; threatening to kill or harm you and the children; threatening to kill or harm family pets; threats of suicide.
- **Sexual violence:** using force, threats or intimidation to make you perform sexual acts; having sex with you when you don't want it; forcing you to look at pornographic material; forcing you to have sex with other people; any degrading treatment related to your sexuality or to whether you are lesbian, bisexual or heterosexual.
- **Physical violence:** punching; slapping; hitting; biting; pinching; kicking; pulling hair out; pushing; shoving; burning; strangling.
- **Denial:** saying the abuse doesn't happen; saying you caused the abusive behaviour; being publicly gentle and patient; crying and begging for forgiveness; saying it will never happen again.

<http://www.womensaid.org.uk/domestic-violence-survivors-handbook.asp?section=000100010008000100310003§ionTitle=What+is+domestic+violence%3F>

Further information



<http://www.allwaleshelpline.org.uk/>



<http://www.welshwomensaid.org.uk/>

List of local Women's Aid Groups and Domestic Abuse Charities available here:

http://www.welshwomensaid.org.uk/index.php?option=com_content&view=article&id=99:womens-aid-groups-in-wales&catid=34:uncategorised&Itemid=104

Branches and Local Associations can also contact:

Bethan Healan
Wales Support Official
bhealan@ucu.org.uk