

# GENDER-BASED VIOLENCE POLICY (STAFF)

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Author(s) Human Resources

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# GENDER-BASED VIOLENCE POLICY (STAFF)

## GENDER-BASED VIOLENCE POLICY – QUICK REFERENCE

This Policy aims to provide staff with:

- Clarification of the University's **zero-tolerance approach** to Gender-Based Violence (**GBV**) and an explanation of what is meant by GBV (See [Sections 1, 2, 3 and 4](#))
- A summary of how GBV can **impact staff and their colleagues at work** (See [Section 5 and Appendix A](#))
- Information about the **support available** for **staff who have experienced GBV** and the expectations that they can have in relation to **confidentiality** (See [Section 6, Appendix B and Appendix D](#))
- Clarification on the **role of line managers**, including **how to deal with disclosures** that are made by staff who have experienced GBV and the requirement to **maintain confidentiality**, where appropriate (See [Section 7, Appendix B and Appendix C](#))
- Information about how **alleged perpetrators will be dealt with**, including the support arrangements surrounding an investigation into alleged GBV (See [Section 9](#))
- A signpost to **information on training** relating to GBV prevention and disclosure (See [Section 10](#))

## 1 PURPOSE AND SCOPE OF POLICY

The University is committed to promoting gender equality, both in and outside the workplace. We recognise that certain types of violence have a disproportionate effect on women, as they result from gender inequality in wider society. We are invested in challenging the misunderstandings that underpin gender-based violence (“GBV”), such as victim-blaming, which can come from stereotypes in society.

We also recognise that both those who have experienced and who are perpetrators of GBV can bring these issues into the workplace, which can affect them, their colleagues, the working environment and wider society if the issue is not tackled. This Policy is one way in which we promote equality, raise awareness of and challenge GBV.

The purpose of this policy is to provide guidance on:

- The University’s approach to GBV and the related expectations of staff;
- The support available to staff who have experienced GBV, both in and outside the workplace; and
- The procedure for dealing with perpetrators of GBV;

whilst recognising the need to deal with certain matters on a case-by-case basis.

## 2 APPLICATION OF POLICY TO UNIVERSITY STAFF

In respect of any rules or expectations governing the behaviour of staff, this policy applies to all University staff and third parties who are providing work to the University (including but not limited to agency workers, contractors, consultants, etc.). Any reference to “staff” should be construed accordingly.

Where reference is made to support or action to be taken under a University Policy (e.g. Disciplinary Policy), this policy applies to all workers and employees of the University.

## 3 DEFINITION OF GENDER-BASED VIOLENCE

The University has adopted the Scottish Government’s explanation of gender-based violence which recognises that it is broadly a function of gender inequality:

*“GBV is a function of gender inequality, and an abuse of male power and privilege. It takes the form of actions that result in physical, sexual and psychological harm or suffering to women and children, or affront to their human dignity, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or private life.”*

The University recognises that although GBV is experienced mostly by women and perpetrated mainly by men, it can also apply more broadly, including to:

- the abuse of males;
- same-gender abuse;
- homophobia, biphobia and transphobia;
- trans and non-binary people;
- female perpetration of abuse; and
- be affected by ethnicity, which in some cases can compound vulnerability.

Actions which fall within this definition include those that result in physical, sexual and psychological harm of the recipient or the violation of their dignity and include (but are not limited to):

- domestic abuse (including coercive control);
- stalking;

- harassment or any unwanted conduct which has the purpose or effect of violating the dignity of an individual, or creating an intimidating, hostile, degrading, humiliating or offensive environment for them, related to their gender, sexual orientation or gender identity, examples of which are covered in Appendix A of the [Dignity & Respect Policy](#)
- rape and sexual assault;
- child and childhood sexual abuse;
- commercial sexual exploitation, including prostitution, pornography and trafficking;
- female genital mutilation;
- forced and child marriages;
- abuse by other family members, so-called ‘honour-based’ and dowry-related violence crimes; and
- threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or private life.

These actions may occur on or off the University’s premises (including via social media).

More information on GBV, its origins and prevalence can be found here: [ESHE Factsheet](#).

## 4 CODE OF CONDUCT - GBV

The University does not tolerate GBV in any form. Nor does it tolerate a culture which reinforces sexist behaviour or attitudes. The actions of staff who perpetrate GBV within or outside of the workplace, are unacceptable. These actions are not aligned with the University’s values, may breach the standards of behaviour expected of University staff and can be illegal. In addition to those actions listed above, Appendix A of the [Dignity & Respect Policy](#) contains further details of actions which are unacceptable and, in relation to gender, sexual orientation or gender identity, would also constitute a breach of this Policy.

## 5 IDENTIFYING THE IMPACT OF GBV AT WORK

### 5.1 Impact at work: staff who have experienced GBV

Appendix A (GBV – Potential Impact on Member of Staff at Work) outlines the manner in which GBV may impact upon a member of staff’s ability to attend or function effectively at work. Line Managers are encouraged to be aware of the potential impact of GBV on staff and make sensitive and appropriate enquiries of the member of staff and offer support, where appropriate and in line with section 6 of this Policy.

### 5.2 Impact at work: colleagues working with staff who have experienced GBV

The University acknowledges that colleagues working with staff who have experienced GBV may also be directly and indirectly impacted in the following ways:

- Picking up work during absence or to compensate for the reduced performance of the member of staff who has experienced GBV;
- Intervening to protect the member of staff from unwanted contact by the perpetrator of GBV;
- Feelings of fear for their own safety and wellbeing; and/or
- Feelings of helplessness and/or upset about their colleague’s situation, especially where they have experienced or are experiencing a similar or relatable situation.

Colleagues are encouraged to speak confidentially to their Line Manager or HR team in the first instance to address these issues and obtain support. It may also be useful to contact one or more of the internal or external bodies listed in Appendix D (GBV Support - List of Internal and External support contact details), most of whom will provide support and advice to friends and colleagues dealing with the indirect effects of GBV.

## **6 SUPPORT AVAILABLE FOR STAFF WHO HAVE EXPERIENCED GBV**

### **6.1 Support for staff who have experienced GBV**

The University can be a vital means of support for staff that are experiencing or have experienced GBV both in and outside of the workplace. Staff who seek help will be listened to and supported to the extent agreed between the member of staff and the University, as outlined in this Policy.

Whilst staff are encouraged to speak to their Line Manager to make a disclosure, where this is not possible or appropriate for the individual, an anonymous report can also be made using the [University Report & Support process](#).

### **6.2 Barriers to seeking support**

The University recognises that GBV is often hidden and may occur outside of the University environment. In general, disclosure rates to relevant authorities are low, with few disclosures resulting in criminal convictions. This can be the result of:

- Perceived shame or stigma surrounding GBV;
- Fear of being blamed for the GBV or being seen as weak;
- Issues relating to trust, especially where the perpetrator is a colleague or is known to the University;
- Fear of being treated differently by colleagues in relation to their work;
- Fear of disclosing personal or confidential information, such as sexual orientation or transgender status / gender assigned at birth and resulting sexual orientation or gender reassignment discrimination; and /or
- Concern about repercussions of disclosure from the individual's community or a fear of resulting race discrimination.

As a result of the many barriers to disclosure, staff that have experienced GBV may also be reluctant to make a disclosure to anyone within the University (the "Recipient of the Disclosure").

### **6.3 Confidentiality**

All disclosures of GBV must be treated confidentially, except where there is reasonable reason to believe that there is an emergency situation and/or may be serious risk to the physical or mental wellbeing of the member of staff or others (including children). In those circumstances, the Recipient of the Disclosure must confirm to the member of staff the steps that will be taken and the manner in which the information will be used or further disclosed, as soon as is reasonably practicable.

### **6.4 Routes to internal and external support**

Where a disclosure of GBV is made, the member of staff and the Recipient of the Disclosure should refer to Appendix B (GBV Reporting - Emergency Response Flowchart), for details of the support which could be expected to be provided by the University. Where possible, the next steps to be taken in line with the Flowchart should be agreed with the member of staff.

The information made available to the member of staff and the Recipient of the Disclosure shall include the details at Appendix D (GBV Support - List of Internal and External support contact details).

## 6.5 Longer-term support

The University recognises that, following a disclosure, there may be the need for a member of staff experiencing GBV to obtain longer-term support from the University (for example, professional development in the wake of a trauma or additional counselling sessions). The University will consider and, as appropriate, implement longer-term support mechanisms where necessary.

## 7 ROLE OF LINE MANAGERS

### 7.1 Promotion of GBV policy and training to staff

Line managers are encouraged to promote this Policy to staff. This includes creating a workplace culture in which gender equality is promoted and GBV is recognised and addressed, making staff aware of the Policy and related training and encouraging them to read the Policy and attend the training.

### 7.2 Support for staff

Where a Line Manager is the Recipient of the Disclosure they should ensure that they support the member of staff reporting GBV, as set out in this Policy. Whilst each disclosure will be different, the Line Manager's role will involve the following:

#### 7.2.1 Understanding Policy and context

- Reading and understanding this Policy and its Appendices. If any support is required to do this, please contact Human Resources in the first instance;
- Being aware of the existence of GBV in society and the possibility that members of staff could be or have been affected by it;
- Attending appropriate GBV training, in line with Section 10 of the Policy.

#### 7.2.2 Understanding potential impact on work of member of staff who has experienced GBV

- Being aware of and alert to the impact that GBV may have on work performance and attendance and being familiar with Appendix A (GBV – Potential Impact on Member of Staff at Work) of this Policy;

#### 7.2.3 Creating an environment where disclosure is possible

- Making staff aware of the Policy;
- Being available and approachable;
- Listening and reassuring a member of staff reporting GBV;

#### 7.2.4 Initiating and participating in discussion regarding GBV

- Ensuring a private and accessible space for discussion - as a general rule, an open plan space will not be suitable;
- Sensitively and appropriately initiating a discussion with a member of staff if the Line Manager has concerns that they have experienced or are experiencing GBV. Whilst there may be concerns about being intrusive or offensive by raising the subject, it may be that the member of staff will appreciate the concern;
- Asking open, non-threatening questions about how the member of staff is feeling and whether anything is troubling them outside of work, may assist;
- Where there are obvious signs of injury or trauma, more direct questions by the Line Manager confirming their concern about the person due to their injuries / trauma may be more appropriate;

- Where the member of staff does not wish to make a disclosure, respecting their decision and understanding the many barriers to seeking support, as outlined in 6.2 above. It may also be appropriate to refer them to this Policy and in particular to Appendix D (GBV Support - List of Internal and External support contact details). The member of staff should not be pressured into doing anything or talking about things that they would rather not deal with at this time.

#### **7.2.5 Responding appropriately and effectively to disclosure**

- Following the guidance in Appendix C (Responding appropriately and effectively to disclosure);
- Noting that training and development on how to handle disclosure is available through [OSDU](#) (see Section 10) and participating in that training where relevant.

#### **7.2.6 Maintaining confidentiality**

- Explaining at the outset how confidentiality will be maintained and the exceptions to that rule, relating to emergency situations and/or to risk of serious harm to the member of staff or third parties;
- Maintaining confidentiality in the appropriate way, as set out in this Policy.

#### **7.2.7 Keeping appropriate records (including of absence)**

- Keeping appropriate records of the disclosure, in agreement with the member of staff. The record must focus on what the member of staff tells the Line Manager and not on the Line Manager's opinion.
  - It is likely that the record of an initial disclosure would be very brief, recording the fact of the meeting and little content. The focus in an initial disclosure should be on listening to and supporting the member of staff. Broad themes could be captured, such as 'support' or 'safety'.
  - Where more detail is recorded - which is more likely to be in subsequent disclosure(s) and in agreement with the member of staff - it is helpful to record as much detail as possible, in case the records need to be used by the member of staff at a later date in internal University or legal proceedings. Care should be taken to record factual details such as dates, times, locations and details of witnesses. Where possible, the note should be agreed with the member of staff, with the member of staff being offered a copy for their own records
- Understanding that the records may be used in internal proceedings (particular where the allegations have been made against another member of staff) or in external proceedings (where the allegations have been made against a third party or in criminal investigations, where the Line Manager may be called to give evidence about them);
- Making it clear that the record will not have an adverse impact on the member of staff's work record and will be confidential;
- Encouraging the member of staff to consider whether they wish to keep a log to assist them to build a record of GBV that could be used at a later date if necessary. Note that this will not be appropriate in all cases, particularly where the member of staff is concerned that they will be placed at risk of further harm in the event that the alleged perpetrator discovers the log;
- Where the member of staff is absent as a result of GBV, this should be recorded in the normal manner but any local records should be marked confidential;
- Sharing records only when strictly necessary to do so and with the member of staff's consent to share, for example where there is a serious risk of harm to the member of staff or third party or where a nominated individual in the University needs to know details to make amendments to the member of staff's working arrangements or to ensure that they are adequately protected on campus;
- Ensuring that records are securely held within HR, where they will be held until destroyed in line with the current data protection guidelines.

### **7.2.8 Considering temporary amendments to usual work attendance and performance expectations**

- Confirming the University's expectations in relation to attendance and performance but considering – in conjunction with Human Resources – whether temporary amendments to these expectations can be made in certain situations. This could include (but is not limited to):
  - time off for involvement in legal proceedings, counselling, visits to solicitors;
  - an amended work pattern, to minimise risk to the member of staff or assist the member of staff in coping with their situation;
  - ensuring the member of staff does not work alone;
  - diverting the member of staff's phone calls or assisting them to change their work email address; and/or
  - an amended work location.

### **7.2.9 Related disclosure by third party – effective handover**

- It is possible, particularly where both the member of staff who has experienced GBV and the alleged perpetrator of GBV are members of staff, that the Line Manager may receive disclosures from both parties.
- In that case, the Line Manager should:
  - sensitively suggest that they are not the appropriate person to speak to about this because they have a possible conflict of interest / for reasons of confidentiality;
  - offer to assist the member of staff to find another individual to discuss the matter with and follow up on that offer if agreement is sought;
  - refer the member of staff to Appendix D (GBV Support - List of Internal and External support contact details), to provide information about internal and external support in the interim; and
  - take care not to reveal any confidential information disclosed by the member of staff who initially made a disclosure to them.

## **8 SUPPORT FOR STAFF TO WHOM REPORTS OF GBV ARE MADE**

### **8.1 Support for Recipient of the Disclosure**

Any member of University staff could be the Recipient of the Disclosure. This Policy recognises that this can be a difficult and often traumatic event for both the member of staff who has experienced GBV but also the Recipient of the Disclosure.

This Policy aims to give guidance to staff to assist them to implement the aims of this Policy and support the staff member who has reported GBV.

### **8.2 Support in handling a disclosure**

The Recipient of the Disclosure should be guided by sections 7.2.1 – 7.1.3, 7.1.4 – 7.2.7 and 7.2.9 above, when a disclosure is made to them. Whilst those sections are aimed primarily at Line Managers providing support, the same principles apply in relation to other members of staff responding to a disclosure. However this Policy is not intended to create any additional obligations for non-Line Managers to perform the function of a Line Manager (including recording absence).

### **8.3 Support post-disclosure**

The Recipient of the Disclosure is encouraged to speak confidentially to their Line Manager or HR team in the first instance to address these issues and obtain support. It may also be useful to contact one or more of the internal or external bodies listed in Appendix D (GBV Support - List of Internal and External support contact details), most of whom will provide support and advice to friends and colleagues dealing with the indirect effects of GBV.



## **9 ALLEGED PERPETRATORS OF GBV**

### **9.1 Response to alleged GBV perpetrators**

In instances where it is alleged that University staff are alleged perpetrators of GBV, either within or outside of work, the University shall take appropriate steps to respond to and deal with these allegations quickly and effectively. Allegations may arise from members of staff, students or third parties who are not connected to the University.

### **9.2 Members of staff assisting alleged GBV perpetrators**

These provisions also apply to members of staff who are assisting an alleged perpetrator, which include but are not limited to:

- concealing or attempting to conceal allegations or incidents of GBV; and/or
- creating an intimidating, hostile, unwanted or degrading environment for a member of staff who has disclosed an allegation of GBV against another member of staff or third party.

### **9.3 Criminal investigation into allegations of GBV**

#### **9.3.1 Potential for concurrent internal and criminal investigations**

Where criminal investigations have been instigated against a member of staff alleged to have perpetrated GBV, the University may, where appropriate, conduct its own disciplinary and/or Dignity at Work investigation into these allegations, in accordance with 9.4 below. Whilst under a criminal process, the allegations will be treated as a potential criminal offence (using the criminal standard of proof), under the University's processes, the allegations will be treated as a potential breach of the standards of discipline expected from members of staff (using the civil standard of proof).

#### **9.3.2 Legal restrictions on members of staff**

Where temporary or permanent legal restrictions have been placed on a member of staff alleged to have perpetrated GBV (e.g. non-harassment order), the member of staff must ensure their compliance with those restrictions as part of their contractual responsibilities. Any breach of those conditions shall also be deemed to be a breach of the member of staff's contract of employment.

#### **9.3.3 Support for member of staff who has experienced GBV and involved in criminal investigation**

The University shall assist the police as far as possible with safety planning and risk management measures being taken to ensure the protection on campus of a member of staff who has experienced GBV. The University shall also, where appropriate, conduct its own assessment of risk and implement any necessary additional protections for the member of staff.

### **9.4 University investigation into allegations of GBV**

Investigation into allegations of GBV will be dealt with under the [Disciplinary Policy](#), as a potential disciplinary matter. In some circumstances, a complaint under the [Dignity & Respect Policy](#) will also be dealt with either consecutively or concurrently.

#### **9.4.1 Possible suspension of alleged GBV perpetrator**

Where an investigation under either the [Disciplinary Policy](#) or [Dignity & Respect Policy](#) is taking place, the person(s) leading the investigation should consider at the outset, and keep under review, the need for suspension of the alleged perpetrator, pending investigation. In making that decision, account should be taken of all of the circumstances, which may include (but are not limited to):

- the nature of the allegations;
- the extent of investigation required;
- the risk of interference with the investigation process in not suspending;

- the risk of harm to the alleged perpetrator or others in not suspending;
- the alleged perpetrator's role within the University; and
- the need to ensure that colleagues are not made aware of or are pre-judging the culpability of the alleged perpetrator.

Suspension in this content is a precautionary measure, is not a penalty or sanction and does not indicate that the University has drawn conclusions about the alleged GBV perpetrator's culpability.

#### **9.4.2 Allegations of GBV perpetrated outside of the University**

Where an allegation of GBV relates to matters which took place outside of the University, this may have disciplinary consequences including (but not limited to) where the matter brings the University into disrepute, otherwise damages its reputation, results in criminal proceedings or impacts upon the member of staff's fitness or ability to effectively carry out their role.

#### **9.4.3 Malicious or vexatious allegations of GBV against a member of staff**

Where a member of staff is found to have made a malicious or vexatious allegation of GBV against another member of staff, this will be dealt with as a disciplinary matter under the [Disciplinary Policy](#).

#### **9.4.4 Anonymous allegations**

Where anonymous allegations of GBV are made against a member of staff, it is normally appropriate to carry out investigation into those allegations, to the extent possible and appropriate in the circumstances. Advice should be taken from HR in the first instance.

#### **9.4.5 Support during investigations by the University into alleged GBV**

During an investigation into alleged GBV the alleged perpetrator and the member of staff who has experienced GBV (if they are both members of staff) should be offered support from Human Resources and Occupational Health and be provided with Appendix D (GBV Support - List of Internal and External support contact details), for additional support and advice. Separate, personalised support plans or packages should be put in place for each individual, which are not dependent on the other.

The investigating officer, in conjunction with the Human Resources team, should put in place measures to ensure that during the investigation, contact between the member of staff and alleged perpetrator (where they are also a member of staff) ceases or is limited by necessity only.

### **9.5 Disciplinary action against alleged GBV perpetrators**

Where the University is satisfied, following the appropriate level of investigation, that a member of staff has perpetrated GBV, this will be dealt with as a disciplinary matter under the [Disciplinary Policy](#). Disciplinary sanctions up to and including dismissal may apply. Relevant matters to consider may include (but are not limited to):

- The nature of the conduct;
- The circumstances of the incident;
- The nature of the alleged perpetrator's work and the extent to which it involves contact with vulnerable groups;
- The risk of harm to the alleged perpetrator or others;
- Whether the GBV breaches a professional code of conduct specific to the member of staff in question;
- Whether the GBV took place in the course of employment or not;
- Whether and the extent to which University property and time was used in which to carry out the GBV;
- The potential impact of the GBV on the individual's ability to effectively carry out their role;

- Whether criminal proceedings have commenced or concluded (noting that the existence and status of criminal proceedings may influence but do not always determine the University's response to the GBV); and
- The impact of the behaviour on the University's reputation.

## **9.6 Information for GBV perpetrators to enable change**

Where a member of staff is found to have perpetrated GBV, the University shall endeavour to provide information to them to enable them to address their behaviour, whether or not they remain an employee of the University. This information will include (and may be limited to) details of Respect, the UK membership organisation for work with domestic violence perpetrators (<http://respect.uk.net/>; telephone 0808 8024040).

## **9.7 Action against GBV perpetrators not covered by other University Policies**

Where the Disciplinary Policy does not apply (including but not limited to agency workers, contractors, etc.), the University shall take appropriate steps to ensure that the matter is dealt with appropriately. For example, this may include (depending on the circumstances) ensuring that the agency issue the appropriate warning, or by prematurely terminating the working relationship with the individual.

# **10 TRAINING AND DEVELOPMENT ON GBV PREVENTION**

The University recognises the need to provide support to those who are or who may be affected by GBV. We seek to raise awareness of the issues by preventing GBV before it happens by providing guidance on changing behaviour and promoting a culture of respect, non-violence and gender equality. Training and development on GBV and its origins, good practice in how to handle disclosures and in the design of effective interventions is available through [OSDU](#).

# **11 POLICY REVIEW**

This Policy will be reviewed annually. Any feedback on the Policy content should be directed in the first instance to [Human Resources](#), who will consider this as part of the annual review.

## **APPENDIX A**

### **GBV – POTENTIAL IMPACT ON MEMBER OF STAFF AT WORK\***

Please note that the signs noted below are a guide only and can also be indicative of other issues (e.g. health problems) that should be dealt with under the relevant University policy.

#### **Behavioural**

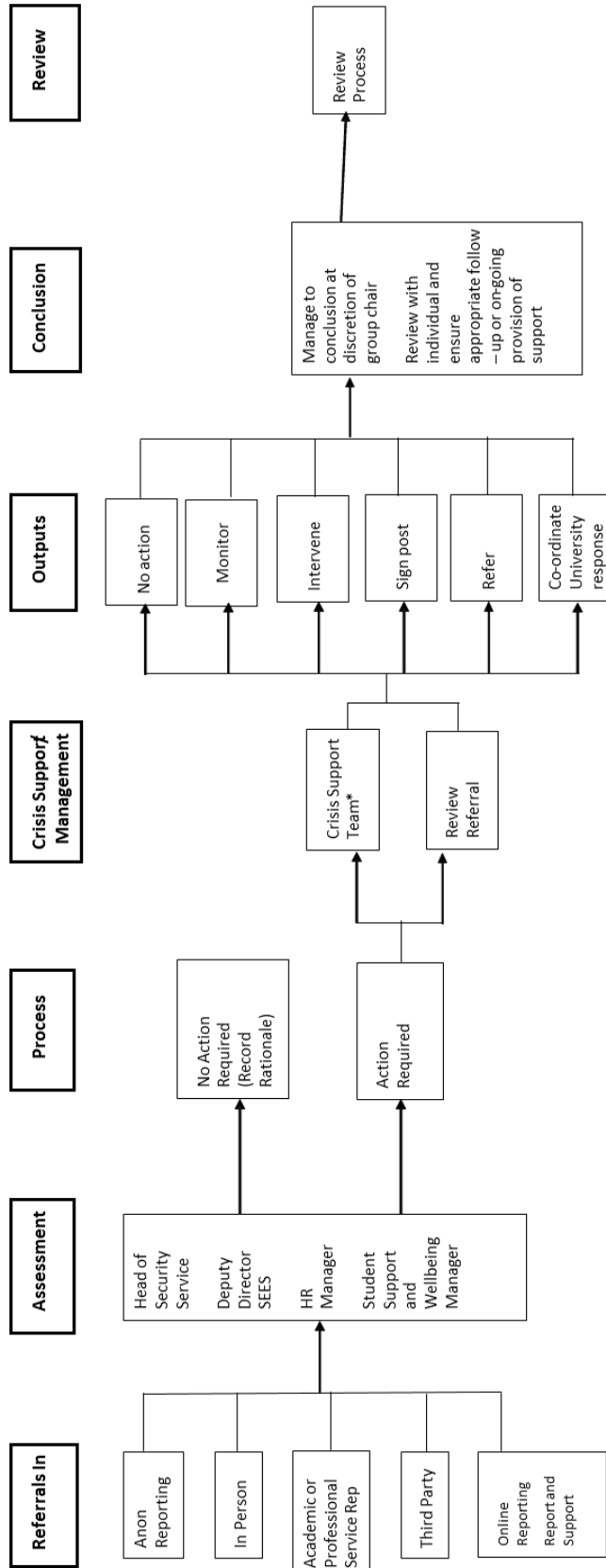
- Reluctance to engage with colleagues/workplace culture or a change from the usual level of interaction
- Employee is ostracised or left out of social situations in work time or experiences discomfort around certain employees
- Change in attitude, responsiveness or mood swings
- Frequent alterations to working patterns (perhaps due to abusive partner attempting to dominate individuals schedule)
- Reductions in attendance hours
- Unable to enjoy work in the way they used to
- Losing interest in social activities with colleagues
- Lethargy and disinterest in core tasks (due to stress of perpetrator in the workplace or abuse at home, for example)
- Poor punctuality
- Frequent sick leave
- Lack of concentration on work
- Deterioration of work standards and/or output
- Spending an increased amount of hours at work for no reason
- Change in the use of the phone/email: for example, a large number of personal calls/ texts, avoiding calls or a strong reaction to calls/texts/emails

#### **Physical**

- Visible bruising or injury with evasive or unlikely explanations
- Different or more cosmetics used
- Additional or different styles of clothing worn
- Evident agitation, nervousness or tremors
- Frequent sick absences and/or hospital appointments

***\*With thanks to Zero Tolerance – information adapted from PACT Guidelines***

**APPENDIX B  
REPORTING GBV - EMERGENCY RESPONSE FLOWCHART**



Comment	Comment	Comment	Comment	Comment	Comment
(i) Not issue specific (ii) Timescales responses	(i) Agreed and single point of referral - email - Phone - In person - through a third party (ii) Risk Assessment (iii) Timescales to be agreed relative to matter reported.	(i) Identify urgency of matter (ii) Identify issues (iii) Consider immediate safeguards/notifications (iv) Identify appropriate timescales	(i) Crisis team members relevant to student/staff issue (ii) Identify additional skill sets Required expertise for external agency (iii) Deliver managed outcomes and appropriate support	(i) Task/Co-ordinate (ii) Manage internal resources (iii) Work with External resources	(i) Conclusion may be resolution or referral elsewhere (ii) Decision to conclude (with rationale - should be recorded) (iii) Liaise with individual student or staff member, follow up and any additional support/actions required (iv) Provide written feedback management (v) Re-open or continue issue (vi) Independent Auditors (XZ)
All recorded on actionable/auditable system					
All supported by clear/pragmatic ISPs					
<b>Staffing/Resources</b>					
To whom and who - Identification of issue	Experienced Trained Staff - Security and Estates Team - Student Support Services - Out of hours support		Permanent Group (i) Deputy Director – Student Exp (ii) Head of Safety (iii) HR Manager (iv) Student Support and Wellbeing Manager (v) USSA Advice Hub Manager Other specialist areas		

## APPENDIX C

### RESPONDING APPROPRIATELY AND EFFECTIVELY TO DISCLOSURE

KEY QUESTIONS	<p>Ensuring that the following key questions are explored during the discussion:</p> <ul style="list-style-type: none"> <li>○ What form of GBV are they experiencing / have they experienced?</li> <li>○ When did the incident take place?</li> <li>○ Do they feel safe right now? If not, your response should be considered in line with Appendix B (GBV Reporting - Emergency Response Flowchart).</li> <li>○ Do they require immediate medical assistance? Are they bleeding? If so, your response should be considered in line with Appendix B (GBV Reporting - Emergency Response Flowchart) and the priority to get medical help.</li> <li>○ Have they or do they wish to report their experiences to the police? It is important to confirm that there is no obligation to do so and not put pressure on the member of staff to take any particular course of action. The member of staff should be provided with a copy of Appendix D (GBV Support - List of Internal and External support contact details), which provides details of available support to report GBV experiences.</li> <li>○ What do they need from you at this moment?</li> </ul>
CLARITY ABOUT YOUR ROLE	Explaining at the outset the parameters of your role – that you can listen, provide information and practical support and will assist the member of staff in obtaining specialist assistance from internal and external sources
PRIVACY	Ensuring a private space for discussion
GIVE THE MEMBER OF STAFF CONTROL	<p>Recognising that GBV is characterised by a loss of choice and power. The member of staff should be in control of what happens after their disclosure is made. They should be given the opportunity and support to develop their own thoughts, explore options and make their own decisions about the next steps. It is not appropriate to act on their behalf (for example, by making them an appointment at Occupational Health), unless they specifically authorise you to do so</p> <p>Ensuring that where possible, the member of staff is asked to confirm and (where possible) agree on the level of risk faced by them. To assist that decision, it is important to ask the member of staff if they are feeling frightened and, if they are, to say what it is they are afraid of.</p>
SENSITIVITY	Responding to a disclosure in a sensitive, empathetic manner, recognising the barriers to seeking support set out at 7.2 of the GBV Policy
ACKNOWLEDGEMENT	Acknowledging that disclosure may not have been easy for them
LISTENING	Listening more than questioning – don't interrupt or finish sentences; concentrate on what the member of staff is saying and speak to clarify what you have heard
TIME	Give the member of staff time and space – don't be afraid of silences that could give the member of staff time to think about their feelings

<p><b>NON-JUDGMENTAL APPROACH</b></p>	<p>Reassuring the member of staff that the GBV is not their fault, if they are alluding to this</p> <p>Ensuring that you do not ask for proof and confirming that you take the matter seriously – disclosure will be difficult for the member of staff and being asked for proof disempowers them further</p> <p>Ensuring that you are non-judgmental in your approach and do not expressly or impliedly attribute blame to the member of staff. Avoid questioning their response to the incident or experience that they are disclosing or questioning the timing of the disclosure</p>
<p><b>SUPPORT – INTERNAL AND EXTERNAL</b></p>	<p>Setting out how the University can support the member of staff, referring to Appendix B (GBV Reporting - Emergency Response Flowchart) and understanding that this may involve the University assisting the member of staff to develop their own safety plan related to their safety at work</p> <p>Referring the member of staff, as appropriate, to Appendix D (GBV Support - List of Internal and External support contact details), to provide information about internal and external support mechanisms</p> <p>Continue to offer support, as agreed with the member of staff</p>
<p><b>USEFUL RESPONSES</b></p>	<p>Whilst there are no ‘right’ responses to an initial disclosure, the following responses reinforce that you are supportive of the member of staff and that the disclosure is in their control:</p> <p><i>“Take your time – you only need to tell me what you’re comfortable telling me and we can stop at any time”</i></p> <p><i>“I can see that this is difficult for you and I’m here to help. Please tell me how you think I could do that”</i></p>

## APPENDIX D

## GBV SUPPORT - LIST OF INTERNAL AND EXTERNAL SUPPORT CONTACT DETAILS

Name of Organisation	Contact details	Service provided
<b>Amina</b>	<a href="http://www.mwrc.org.uk">www.mwrc.org.uk</a> 0808 801 0301	Helpline for Scotland providing support to women from minority backgrounds who have been affected by violence against women. Support is available in English, Urdu, Arabic, Bangla and Swahili. Service also runs a VAW awareness programme ☐ <b>Helpline Open: Mon-Fri - 10am – 4pm</b>
<b>Childline</b>	<a href="http://www.childline.org.uk">www.childline.org.uk</a> 0800 1111	National helpline providing support to children under 19 on wide range of issues. <ul style="list-style-type: none"> <li>• <b>24-hour helpline</b></li> <li>• <b>Chat online 1-2-1 with a counsellor (24/7)</b></li> <li>• <b>Email a counsellor (response within a day)</b></li> <li>• <b>Message Boards</b></li> </ul>
<b>Glasgow Women's Aid</b>	<a href="http://www.glasgowwomensaid.org.uk">www.glasgowwomensaid.org.uk</a> 0141 553 2022	Provide information, support and refuge accommodation to women, children and young people who are experiencing domestic abuse. <ul style="list-style-type: none"> <li>• <b>Operate an office drop in</b></li> <li>• <b>Contactable by phone and online form</b></li> </ul>
<b>Hemat Gryffe Women's Aid</b>	<a href="http://www.hematgryffe.org.uk">www.hematgryffe.org.uk</a> 0141 353 0859	Provide information, support and refuge accommodation to women, children and young people from Asian, Black and Minority Ethnic Groups in Scotland. ☐ <b>24-hour emergency service line.</b>
<b>Men's Advice Line</b>	<a href="http://www.mensadviceline.org.uk">www.mensadviceline.org.uk</a> 0808 801 0327	Confidential helpline for any man experiencing domestic violence and abuse from a partner (or ex-partner). <ul style="list-style-type: none"> <li>• <b>Helpline open Mon-Fri 9am-5pm</b></li> <li>• <b>Voicemail available – aim to contact within 2 working days</b></li> </ul>
<b>National Domestic Violence Helpline</b>	<a href="http://www.nationaldomesticviolencehelpline.org.uk">www.nationaldomesticviolencehelpline.org.uk</a> 0808 2000 247	National service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf. Run in partnership between Refuge and Women's Aid <ul style="list-style-type: none"> <li>• <b>Helplines open 24/7</b></li> <li>• <b>Voicemail available – aim to contact at a safe time/within 30 mins</b></li> </ul>
<b>National LGBT Domestic Abuse Helpline</b>	<a href="http://www.galop.org.uk/domesticabuse">www.galop.org.uk/domesticabuse</a> 0800 999 5428	National helpline providing emotional and practical support for LGBT people experiencing domestic abuse. An online chat service is available two days a week <ul style="list-style-type: none"> <li>• <b>Helpline open: Mon-Thu - 10am-5pm; Fri - 1pm-5pm; Sun - 12pm-4pm</b></li> <li>• <b>Online Chat: 3pm-7pm Sat &amp; Sun</b></li> </ul>
<b>NSPCC</b>	<a href="http://www.nspcc.org.uk">www.nspcc.org.uk</a> 0808 800 5000	Helpline for adults to get advice or share their concerns about a child. <ul style="list-style-type: none"> <li>• <b>Helpline open 24/7</b></li> <li>• <b>Online reporting available</b></li> </ul>
<b>Refuge</b>	<a href="http://www.refuge.org.uk">www.refuge.org.uk</a>	Provide safe refuge accommodation to women, children and young people who are experiencing domestic abuse. ☐ <b>Contact via National Domestic Violence Helpline</b>



<b>roshni</b>	<a href="http://www.roshni.org.uk">www.roshni.org.uk</a> 0808 802 2222	Addressing issues and providing support for minority ethnic communities across Scotland. Tackling Forced Marriage Unit provides access to support for victims and potential victims of forced marriage. <input type="checkbox"/> <b>Helpline open: Mon-Fri – 9am-5pm</b>
<b>Say Women</b>	<a href="http://www.say-women.co.uk">www.say-women.co.uk</a> 0141 552 5803	Voluntary organisation offering safe, supported accommodation and related services for women, aged 16-25 years, who are survivors of childhood sexual abuse, rape or sexual assault and who are homeless or threatened with homelessness. • <b>Offer information about the issues</b> • <b>Online referral available</b>
<b>Scottish Women’s Rights Centre</b>	<a href="http://www.scottishwomensrightscentre.org.uk">www.scottishwomensrightscentre.org.uk</a> 08088 010 789	A free legal advice and information service available for women aged 16+ who have been affected by gender-based violence offering safe, women only spaces. Helpline hours: Tues – 6-9pm; Weds – 1.304.30pm • <b>Telephone support</b> • <b>Legal surgeries (appointment only)</b>
<b>Shakti</b>	<a href="http://www.shaktiedinburgh.co.uk">www.shaktiedinburgh.co.uk</a> 0131 475 2399	Provide support for black minority ethnic (BME) women, children and young people who are experiencing, or who have experienced, domestic abuse. Provide support in Arabic, Hindi, Mandarin, Polish, Portuguese, Punjabi, Spanish, Swahili and Urdu <input type="checkbox"/> <b>Online referral form , telephone</b>
<b>Stop It Now!</b>	<a href="http://www.stopitnow.org.uk">www.stopitnow.org.uk</a> 0808 1000 900	Charity supporting adults to prevent child sexual abuse. Freephone confidential Helpline hours: Mon-Thu – 9am-9pm; Fri – 9am-5pm. • <b>Telephone Support</b> • <b>Email support</b> • <b>Online resources</b>
<b>University of Strathclyde Human Resources</b>	<a href="http://www.strath.ac.uk/hr">www.strath.ac.uk/hr</a> 0141 548 4476	Provide support to employees of University of Strathclyde • <b>Drop-in/call/email Mon-Fri – 9am-5pm</b> • <b>Online self-help guides</b>
<b>University of Strathclyde Staff Counselling</b>	<a href="http://www.livewell.optum.com">www.livewell.optum.com</a> 0800 282 193	Provide counselling and support to employees of University of Strathclyde • <b>Online: password to access</b> • <b>Telephone and face to face counselling</b>
<b>University of Strathclyde Student Counselling</b>	<a href="http://www.strath.ac.uk/studentcounselling">www.strath.ac.uk/studentcounselling</a> 0141 548 3510	Provide counselling and support to students of University of Strathclyde • <b>face to face counselling, Mon –Fri 9am-5pm</b> • <b>Out of hours- Phone number to Nightline, Breathing Space &amp; Samaritans</b>
<b>University of Strathclyde Student Union</b>	<a href="http://www.strathstudents.com">www.strathstudents.com</a> 0141 567 5000	Provide support to students of University of Strathclyde • <b>Drop- in, online chat or call – 10am until 4pm</b> • <b>Out of Hours -Nightline</b>
<b>University of Strathclyde UCU/NUT</b>	<a href="http://www.strath.ac.uk/ucu">www.strath.ac.uk/ucu</a> <a href="http://www.strath.ac.uk/unison">www.strath.ac.uk/unison</a>	Unions recognised by University of Strathclyde <input type="checkbox"/> <b>Email contact</b>
<b>Victim Support</b>	<a href="http://www.victimsupport.org.uk">www.victimsupport.org.uk</a> 0808 168 9111	Providing support to anyone affected by crime (regardless of whether it has been reported to the police). Helpline hours: Mon-Fri – 8pm-8am; Sat & Sun 24hrs • <b>Online Support</b> • <b>Telephone , face to face for local Victim Support</b>

<p><b>Women's Support Project</b></p>	<p><a href="http://www.womenssupportproject.co.uk">www.womenssupportproject.co.uk</a> 0141 418 8420</p>	<p>Feminist voluntary organisation working to raise awareness of the extent, causes and effect of male violence against women, and for improved services for those affected by violence.</p> <ul style="list-style-type: none"> <li>• <b>Telephone</b></li> <li>• <b>email</b></li> </ul>
<p><b>Young Women's Centre</b></p>	<p>0141 276 1874</p>	<p>Offers support to young women (between 12-18 years) who are at risk of sexual exploitation, abuse or escalation through the judicial system. Telephone support is available Mon-Fri – 8.45am-4.45pm <input type="checkbox"/> <b>Drop in for current clients only, telephone support, face to face</b></p>