

Title of Report:	OD HR Policies and Procedures
Committee Report Submitted To:	Corporate Policy and Resources Committee
Date of Meeting:	24th November 2020
For Decision or For Information	For Decision

Linkage to Council Strategy (2019-23)	
Strategic Theme	Innovation and Transformation
Outcome	Successful delivery of Organisational Development and Human Resource Services across the Causeway Coast and Glens Borough Council
Lead Officer	Head of ODHR

Budgetary Considerations	
Cost of Proposal	
Included in Current Year Estimates	YES/NO
Capital/Revenue	
Code	
Staffing Costs	

Screening Requirements	Required for new or revised Policies, Plans, Strategies or Service Delivery Proposals.		
Section 75 Screening	Screening Completed:	Yes	Date: October 2020
	EQIA Required and Completed:	No	Date:
Rural Needs Assessment (RNA)	Screening Completed	No	Date:
	RNA Required and Completed:	No	Date:
Data Protection Impact Assessment (DPIA)	Screening Completed:	No	Date:
	DPIA Required and Completed:	No	Date:

1.0 Purpose of Report

- 1.1 The purpose of this report is to present Council with 2 new draft policies, and 1 revised policy as detailed below:
- Flexible Working Policy
 - Mediation Policy
 - Domestic Violence and Abuse Policy (revised policy)

2.0 Background

2.1 Flexible Working Policy

Causeway Coast and Glens Borough Council currently have a range of policies and procedures in place for Flexible Working across the legacy councils and the transferred NI Civil Service Planning staff. The CCG Flexible working Policy will ensure consistency of approach across Council for all staff.

Mediation Policy

Causeway Coast and Glens do not currently have a Mediation Policy in place in any of the legacy councils. The Mediation Policy is to formalise a process which is currently offered to employees during disputes.

Domestic Violence and Abuse Policy

Causeway Coast and Glens have reviewed the existing policy and have made revisions to ensure clarity around the roles and responsibilities, and timeframes.

- 2.2 Over the past number of months, the OD/HR team has designed, developed and revised the policies which will be used for all employees going forward, thus ensuring a consistent and equitable approach.
- 2.3 The draft policies has been considered at the Senior Leadership Team and also the Trade Unions through the Action Group and Joint Consultative and Negotiating Committee (JCNC).

In accordance with Council's duty under Section 75 Equality Legislation, the policies have been screened and the result is that they were screened "out".

Once the policies has been approved, any required training will be provided.

A copy of the 3 policies are attached.

3.0 Recommendation(s)

It is recommended that the Corporate, Policy and Resources Committee approves the Mediation Policy, Flexible Working Policy and the Domestic Violence and Abuse Policy.



Flexible Working Policy

Policy Number	CCG/2/20
Version Number	0.1
Author	B Lofthouse

Date of Screening of Policy	9 September 2020
EQIA Recommended?	YES/NO
Date Adopted by Council	
Date Policy Revised	

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Flexible Working Policy

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1. INTRODUCTION

Under provisions set out in the Employment Rights (Northern Ireland) Order 1996 and regulations made under it, all employees have a statutory right to ask their employer for a change to their contractual terms and conditions of employment to work flexibly. The statutory right is a 'right to request' and not an automatic right to be granted flexible working as there may be circumstances when the Council is unable to accommodate the employee's desired work pattern. The employee must have worked for their employer for 26 weeks continuously at the date the application is made and they can only make one statutory request in any 12 month period.

Causeway Coast and Glens Borough Council (hereinafter referred to as the Council) recognises that there are many flexible working arrangements and this policy is designed to apply to such arrangements.

The Council will consider all applications seriously.

2. POLICY STATEMENT

The general principle of the policy is to enable eligible employees to make an application for flexible working.

The right to apply for flexible working is designed to meet the needs of both employees and employers. The Policy aims to facilitate discussion and encourage both the employee and the employer to consider flexible working patterns and (where possible) to find a solution that suits them both. The employee has a responsibility to think carefully about their desired working pattern when making an application, and the Council is required to follow a specific procedure to ensure requests are carefully considered.

Signed: _____ Date: _____

Mayor
Causeway Coast and Glens Borough Council

Signed: _____ Date: _____

Chief Executive
Causeway Coast and Glens Borough Council

3. ACCOUNTABILITY AND RESPONSIBILITIES

The **Director** is responsible for:

- Ensuring the application of this policy and the monitoring of its implementation.
- Considering the appeal.

The **Head of Service** is responsible for:

- Considering the request in conjunction with the Line Manager
- Ensuring that such an arrangement will not negatively impact on service delivery.

The **Line Manager** is responsible for:

- Considering the request in conjunction with the Head of Service

The **Employee** is responsible for compliance with this policy to include:

- All employees are responsible for ensuring that they understand and comply with the Policy.
- Completing the relevant application form

The **OD HR Department** is responsible for:

- Providing advice and guidance relating to the policy
- Giving advice to Line Manager in respect of any Disability considerations.

4. IMPLEMENTATION ARRANGEMENTS (OR ASSOCIATED PROCEDURES)

4.1 ELIGIBILITY

Eligibility depends on the employee meeting the following criteria:

- Having worked continuously for the Council as an employee for 26 weeks at the date the application is made
- Not having made another application to work flexibly in respect of the right during the past 12 months

4.2 MAKING AN APPLICATION

Eligible employees must submit a Flexible Working Application Form (Appendix 1) which is also available on the Council's Staff Portal.

The employee will forward the completed application form to his/her Line Manager.

All sections of the Flexible Working Application form must be completed.

4.3 WORKING PATTERNS

The following working patterns will be considered for Flexible Working applications:

- Job Share
- Part-time hours
- Term-time
- Condensed hours
- Annualised hours

The above is not an exhaustive list.

4.4 CONSULTATION PROCESS

The Line Manager will acknowledge receipt of the completed application, liaise with the relevant Head of Service and contact the OD / HR Department for guidance and advice. A completed application will be considered to have been made on the day that it was received by the Line Manager.

If an employee fails to provide all the required information as set out in the Flexible Working Application Form, the Line Manager should inform the employee of what they have omitted and ask them to re-submit the application when complete.

The Line Manager will then consider the request and will arrange to meet the employee concerned within 28 days after receipt of the application. The employee may be accompanied at this meeting by a fellow employee or a recognised trade union representative. The Line Manager will be accompanied by a representative from the OD / HR Department. If the Line Manager is unable to meet the employee within the timescale, he/she should contact the employee in order to agree an alternative timescale. If the employee is unable to make the meeting, he/she must seek to rearrange the meeting with the Line Manager for a time convenient to all parties. It should take place within 7 days of the initially proposed meeting.

Within 14 days of the meeting, the Line Manager will write to the employee informing them of their decision. If the application is rejected, he/she should outline the reasons for refusing the request. If the Line Manager is unable to respond to the

employee within the timescale, he/she should contact the employee in order to agree an alternative timescale.

In reaching a decision, the Line Manager in conjunction with the Head of Service will consider all relevant aspects of the request in line with operational needs which may include:

- The effect of the request on service to the ratepayers and ability to meet customer demands and requirements
- The impact on the performance of the service, the job, Council, Department and work colleagues. As part of this he/she may consult with other employees within the service area although confidential information relating to the application will not be disclosed.
- The burden of additional costs
- The inability to re-organise workload among existing staff
- Any proposed structural changes
- Working Time regulations regarding breaks, rest periods and the number of hours to be worked within the suggested periods
- Insufficiency of work during the periods the employee proposes to work
- Any risk assessment requirements/outcomes (e.g.: lone working)

The above is not an exhaustive or exclusive list and other relevant factors may also be considered.

4.5 ACCEPTANCE OF A REQUEST

If the request is accepted, the Line Manager will then write to the employee outlining the following:

- The agreed change to the working pattern
- The effective date of the agreed change
- Any changes to pay, leave and pension and any other contractual changes.

Employees should note that any changes to their contract of employment will be **permanent** unless otherwise agreed by both parties. Where no agreed temporary arrangement exists, there will be no automatic right to return to full time or previous normal contractual arrangements.

4.6 TRIAL PERIOD

A trial period may be beneficial to check the viability of the working arrangements requested by the employee. The details of the trial period must be defined and agreed by the employee and the line manager, and a meeting arranged at the end of this period to review the revised working pattern has worked out and whether or not

to make the arrangement permanent. The decision will be put in writing to the employee.

If the trial period is not successful, the flexible working arrangement would need to be reviewed again to ascertain if there is an alternative arrangement that may be more suitable, or the employee can return to the arrangement they held previously.

4.7 REFUSING A REQUEST

In cases where a request has been refused, the Line Manager will outline why the request has been refused. In consultation with OD / HR, the Line Manager will write to the employee who can appeal against this decision.

The written notification will include:

- The business ground(s) for refusing
- An explanation why the business ground(s) apply to the application
- Details of the right of appeal

If an application has been refused employees will be unable to submit a Flexible Working Application for a further 12 months from the date the Line Manager received the application.

4.8 WITHDRAWING A REQUEST

There will be occasions when an application can be considered withdrawn. These are outlined below:

- (a) Where an employee decides to withdraw the application. The employee should do this in writing to the Line Manager.
- (b) Where the employee fails to attend 2 meetings to discuss the application without reasonable cause.
- (c) Where the employee does not meet the eligibility criteria as set out in Section 4.1.

If an application is withdrawn, there will be no time limit as to when a further Flexible Working Application can be submitted.

4.9 REVERTING TO ORIGINAL WORK PATTERN

An employee must make an application to revert to their original contracted work pattern, in writing, to the relevant Line Manager in the first instance, which must then be approved by the relevant Director/Chief Executive and/or Committee of the

Council. This should be discussed with the Head of OD / HR to ensure consistency of approach across the Council and availability of original contracted work pattern/hours etc. An employee may only revert to their original contracted work pattern where the hours of the post have not been backfilled and there is a business case to do so. Each case will be assessed on its own merits.

Employees will continue to be able to apply for other posts in the Council in accordance with the normal recruitment process.

4.10 SUPERANNUATION

It should be noted that your occupational pension contributions will be affected. Any queries in this regard should be addressed directly with NILGOSC who administer the occupational pension scheme for Local Government in Northern Ireland at www.nilgosc.co.uk or T: 028 9076 8025.

4.11 APPEAL

An employee who wishes to appeal must do so in writing to the Director within 14 days of the date of notification of the Line Manager's decision. The appeal will be heard by the Director. The appeal meeting must be held within 14 days, and the decision communicated to the employee within 14 days of the date of the meeting. The employee has the right to be accompanied by a colleague or recognised trade union representative.

Employees can appeal against the decision on the following grounds including:

- To bring something to the Line Manager's attention that they may not have been aware of when he/she rejected the application;
- To query a fact that the Line Manager used in applying business grounds for refusing the request;
- If the employee feels their request has not been seriously considered.

An employee may not appeal if he/she simply disagrees with the business grounds for refusing the request.

In circumstances where the employee is unable to attend the appeal meeting, he/she must inform the OD / HR Department as soon as possible. If the employee misses 2 appeal meetings, without good reason, the appeal will be considered withdrawn.

The outcome of the Appeal will conclude the process.

5. MANAGEMENT OF THE POLICY

Employees will be advised in writing of any revised terms and conditions of employment including any loss of entitlements or statutory rights.

Employees who have been granted flexible working arrangements will be provided with the same opportunities in recruitment, training and development as staff who are not on flexible working arrangements.

Employees will be expected to show flexibility where organisational needs require attendance (including training opportunities) during days/periods which they would not usually work.

Where the employee takes up another post within the Council, there will be no automatic entitlement to continue with the agreed flexible working arrangement. The employee will not be eligible to submit a further application for consideration for a further 12 months from the date they first requested to be considered for flexible working.

6. EVALUATION AND REVIEW OF THE POLICY

The Council will keep this Policy under review as required and may make any changes in line with legislation, and in consultation with trade unions.

8. SECTION 75 EQUALITY AND GOOD RELATIONS

Causeway Coast and Glens Borough Council is fully committed to meeting its obligations in relation to Equality and Good Relations under Section 75 of the Northern Ireland Act. In this regard this policy will be screened using Section 75 guidelines and will be subject to an Equality Impact Assessment if found necessary as a result of the screening process.

9. CONTACT DETAILS

Any issues or queries relating to this policy should be addressed to:

Brid Lofthouse
Head of OD HR
Causeway Coast and Glens Borough Council
Cloonavin
Tel: 028 7034 7267
Email: brid.lofthouse@causewaycoastandglens.gov.uk

Appendix 1

FLEXIBLE WORKING APPLICATION FORM

PERSONAL DETAILS	
Name	Employee No
Job Title	Department
Location	Line Manager

PART 1: to be completed by Applicant

I would like to apply to work a flexible working pattern that is different to my current working pattern under my right provided in law. I confirm that I meet each of the eligibility criteria as follows:

Tick the boxes that apply to you. If you are unable to tick all of the boxes then you do not qualify to make a request to work flexibly in law.

<input type="checkbox"/>	I have worked continuously as an employee of Causeway Coast and Glens Borough Council for the last 26 weeks
<input type="checkbox"/>	I have not made a request to work flexibly under this right during the past 12 months

DESCRIBE YOUR CURRENT WORKING PATTERN (DAYS/HRS/TIME WORKED/LOCATION):

DESCRIBE THE WORKING PATTERN YOU WOULD LIKE TO WORK IN FUTURE (DAYS/HRS/TIME WORKED/LOCATION):

I WOULD LIKE THIS NEW WORKING PATTERN TO COMMENCE FROM :

DATE:

IMPACT OF THE NEW WORKING PATTERN :

I think this new working pattern will affect my service area / Department as follows:

IMPACT OF THE NEW WORKING PATTERN :

I think this new working pattern will affect my team / colleagues as follows:

--

ACCOMMODATING THE NEW WORKING PATTERN :
I think the effect on my service area / Department can be dealt with as follows :

--

ACCOMMODATING THE NEW WORKING PATTERN :
I think the effect on my employer and colleagues can be dealt with as follows :

--

Employee Signature	Date

RETURN THE SIGNED FORM TO YOUR LINE MANAGER

PART 2: To be completed by applicant's Line Manager in conjunction with the Head of Service (Following discussion with OD / HR and meeting with employee)

Date application received:	Request supported																								
Date of Meeting with Employee:	Yes / No																								
Detail reasons for supporting the application																									
Detail business grounds for not supporting the application																									
Agreed revised working pattern																									
DAYS WORKED (PLEASE TICK)	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 10%;">M</th> <th style="width: 10%;">T</th> <th style="width: 10%;">W</th> <th style="width: 10%;">T</th> <th style="width: 10%;">F</th> <th style="width: 10%;">S</th> <th style="width: 10%;">S</th> <th style="width: 10%;">TOTAL</th> </tr> </thead> <tbody> <tr> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> </tbody> </table>	M	T	W	T	F	S	S	TOTAL																
M	T	W	T	F	S	S	TOTAL																		
TIMES AND HOURS WORKED E.G. 09:00 – 17:00 (7 HRS 24 MINS)																									
Agreed Revised Location(s) eg: for homeworking, if applicable:																									
Agreed effective start date:																									
NB: Unless otherwise agreed in writing, this revised working arrangement is permanent.																									
If a temporary arrangement is agreed please give details below of duration of temporary arrangement and any review periods required:																									

Line Manager Signature	Date

Head of Service Signature	Date

RETURN THIS SIGNED FORM TO OD / HR

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Mediation Policy and Procedure

Policy Number	CCG/1/20
Version Number	v0.1
Author	B Lofthouse

Date of Screening of Policy	9 September 2020
EQIA Recommended?	YES/NO
Date Adopted by Council	
Date Policy Revised	

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1. INTRODUCTION

Causeway Coast and Glens Borough Council continually strives to achieve healthy relationships among its employees and to provide ways in which differences can be resolved as amicably as possible.

However, workplaces can produce situations of conflict and disputes between colleagues happen from time to time. Resolving these issues as early and as amicably as possible is key to maintaining effective working relationships between the people involved. To this end, the Council recognises the need to attempt to resolve workplace issues, both formal and informal.

Conflicts can arise as a result of a wide range of situations. It is not possible to provide an exhaustive list but some of the possible reasons are set out below:

- interpersonal conflicts;
- communication breakdowns
- ill health or external pressures unrelated to work;
- perceptions of unfair treatment and / or unreasonable behaviour;
- perceptions of bullying;
- Equality / Diversity issues (excluding serious harassment).

2. POLICY STATEMENT

The Mediation Policy and Procedure aims to increase the choices available to individuals in a dispute. It offers a more creative way for employees to resolve their concerns through collaborative problem solving. Mediation is a versatile process, which can be used not only as an alternative to formal procedure but also as a rapid first intervention to prevent escalation of the dispute or even to repair the working relationship after formal procedures have been concluded.

Signed: _____ Date: _____

Mayor
Causeway Coast and Glens Borough Council

Signed: _____ Date: _____

Chief Executive
Causeway Coast and Glens Borough Council

3. WHAT IS MEDIATION?

Mediation is a confidential, voluntary, informal process by which an impartial, trained mediator or mediators assist two or more colleagues to try to resolve a workplace dispute. They do so by using a range of mediation techniques in a facilitated and structured way that aims to enable colleagues to work through their issues and towards an agreement / solution that is satisfactory to both / all parties.

Unlike the formal grievance / dignity at work procedures, the outcome of mediation will not be a decision as to whether a complaint should be upheld or not upheld.

The focus of mediation is on reaching a level of agreement unique to the circumstances that gave rise to the workplace dispute in the first place, that enables colleagues to address constructively with each other what has brought them to mediation, but also to discuss and agree how colleagues will work differently with each other in the future.

Mediation has a high level of success and can be a very effective alternative to formal HR procedures such as grievance or dignity and respect at work complaints, but it is not suitable in all circumstances. By way of guidance, acute issues such as where there is a fear of physical attack and/or where the issues should be referred to external agencies (PSNI, Health and Social Care Trust, social services etc) are not appropriate for mediation.

In addition, mediation is unlikely to be suitable in less acute situations where one or more of the following circumstances arise;

- where either or both parties insist that an outcome that one person is right and another is wrong is required
- where either or both parties are unable to enter into mediation with an open mind and with the desire to reach some level of resolution (it is natural to be reticent in advance of mediation but if minds are entirely closed to the concept mediation cannot work)
- where either individual isn't committed to giving mediation a genuine opportunity to succeed, but rather is 'going through the motions' because they fear repercussions or 'how it will look' if they don't

Generally issues where the individuals feel in any of the ways described above are more suitably addressed through the Council's formal Grievance Policy and Procedure or Dignity and Respect at Work Policy and Procedure.

In having a Mediation Policy and Procedure and recommending its use where appropriate, this does not in any way take away from an employee's right to make a formal complaint where they feel it is necessary or appropriate to do so. However, in order to make an informed decision as to whether to try mediation first, employees should be aware that formal procedures are often stressful and they can be protracted and can feel adversarial in nature. Therefore, it is always a good idea to consider alternatives where possible.

4. GENERAL PRINCIPLES OF MEDIATION

4.1 Principles of Mediation

- a) Where there is conflict in working relationships colleagues may choose to participate in mediation as a means of resolution. Mediation is voluntary.
- b) Mediation is available to all members of staff.
- c) The appointed mediator will be independent of both parties to ensure impartiality (the mediator won't take sides or judge who is right or wrong). The mediator will not make any decisions. Rather, both parties are responsible for the outcomes of the process and the implementation of same.
- d) Mediation will be strictly confidential between the two parties and the mediator. The only exception to this rule of strict confidentiality is where there is a potential unlawful act or where there is evidence of a serious risk to health and safety. In these circumstances, the process will be terminated and the OD / HR Department informed.
- e) Given that mediation is designed to take the matter out of the formal arena for resolving conflict, there will be no direct involvement from other parties (e.g. trade union representatives, management, other work colleagues etc.) during the mediation process other than in very exceptional circumstances.
- f) Agreeing to mediation does not take away an individual's right to access other HR procedures. However, information revealed/discussed during mediation will not be admissible in such cases.
- g) Once resolution has been achieved, both parties will sign an agreement. This remains confidential between the parties and the mediator but may, if appropriate, be shared with the line manager. All notes taken by the mediator during the process will be destroyed.
- h) Agreements reached in mediation are not normally legally binding. It is however expected that parties will follow the agreement.
- i) If for any reason the mediation process does not lead to a resolution acceptable to both parties, the mediator involved in the process may not be called upon as a witness or to assist in any way if formal procedures, internal or external, are invoked by any of the parties to the mediation on the issues covered by the mediation.

4.2 Voluntary Nature of Mediation

Mediation is entirely voluntary for both parties and in the event that either party does not agree to enter into the mediation process, alternative mechanisms such as the grievance procedure or dignity at work procedure will be discussed.

Neither party to a dispute is obliged to enter into mediation as this is an entirely voluntary arrangement. However anyone who feels that they are in some kind of a dispute with a colleague or colleagues is asked to read this document fully and to consider the merits of this approach before making a decision as to whether or not mediation could assist in their particular circumstances.

If mediation is to be successful, it must be a voluntary process entered into willingly by each person without coercion or fear of the consequences if they turn this down.

To enable mediation to succeed each person connected with mediation must view the process as person and outcome neutral i.e. there must be an acceptance in principle that the mediator is concerned only with an outcome that both parties feel is fair and reasonable taking account of all the circumstances.

In addition to voluntary involvement each person entering into mediation retains the right to take time out during the mediation session and/or to withdraw fully from the process at any stage if they feel that it the process is not achieving the desired outcome. In reserving the right to withdraw at any stage, colleagues entering into mediation are encouraged to give the process a genuine chance of success first.

4.3 Duty of Care

In the event of an employee being absent from work on sick leave, particularly due to reasons associated with work related stress, they will be encouraged to obtain consent from their GP or the Councils Occupational Health specialist to confirm they are fit to participate in mediation before the process commences.

5. IMPLEMENTATION ARRANGEMENTS

5.1 Initiating mediation

Anyone employed by the Council can ask to enter into a mediation process with a colleague or colleagues as an alternative to raising a grievance or dignity and respect at work complaint. In these circumstances whilst enough information must be solicited by HR to establish if, at face value, mediation would be a suitable mechanism to achieve a resolution, this conversation or meeting should be kept brief and should not go into a lot of detail as to what has happened. This is important as this conversation is simply to enable OD HR to make an assessment of whether mediation is a suitable mechanism before approaching the other employee or employees. However OD HR are not there to take sides or go into a lot of detail, as to do so runs the risk of this meeting starting to cross into the territory of the investigation of a grievance or dignity and respect at work complaint.

Equally where a line manager or OD HR identifies a dispute or indications of stress or disharmony between colleagues, they may approach both colleagues and ask if they would be prepared to voluntarily to enter into a mediation process. In these circumstances OD HR should outline why they think mediation may be helpful but as before, they should not get into lengthy discussion of the issues.

Mediation may also be recommended during the course of an informal or formal investigation of a grievance or dignity and respect at work complaint if the investigator considers the mediation is likely to provide a better outcome for the parties concerned. This will frequently (although not exclusively) be in circumstances where there appears to be a lack of firm evidence to substantiate a complaint (such as an unwitnessed verbal altercation). In this scenario whilst the investigator may make a recommendation for the parties to consider mediation (in which case the formal procedure will be put into abeyance pending the outcome), neither party will be pressurised or coerced into this course of action and the person who has raised the complaint may instead elect to see the formal process through to its conclusion.

Mediation may also be recommended by OD HR after the outcome of a formal complaint as a mechanism by which to try to repair working relationships.

5.2 Making Contact

In most cases mediation will be carried out by a single mediator although when mediating on a dispute involving more than two people or where there is a lot of information to cover, a co mediation model (where there are two mediators instead of one) may be used.

In the event that employees agree to mediation the mediator(s) will be provided with contact details for each person and it will be his / her priority to begin the process as soon as is practicable. The mediator will generally make contact by telephone in the first instance to introduce themselves, to talk about the process of mediation, to answer any immediate questions or concerns, and to arrange to meet the parties separately in the first instance. Ideally the individual meetings between colleagues taking part in mediation will take place in one day although there will be circumstances when this is not possible and this does not in any way prejudice the outcome.

5.3 Pre Mediation Individual Meetings

The mediator(s) will then meet the employees involved in mediation separately at dates and times that suit everyone concerned.

The aim of the pre mediation meeting is to explain the process in more detail, to allow each individual to explain why they are in mediation from their own perspective, and to find out what they hope to achieve from the mediation process.

The mediator will listen during this meeting and may challenge assumptions and positions. This conversation is carried out in a neutral, non-adversarial manner with the express intention of reaching a sustainable outcome in the long term for all concerned.

Having discussed their version of events with the mediator(s) each employee will be encouraged to write down what they wish to say to other person when they move into the next stage of the process, which is known as joint mediation. It is entirely up to the individual concerned as to whether they write down notes by hand or in type

and whether they write out or type out something more lengthy, although the aim would be not to create a document or script which would take more than 8-10 minutes maximum to read out to the other person(s).

5.4 Joint Mediation Meeting

Hearing the Issues

The mediator will then seek to bring the parties together and to allow each of them to convey their thoughts about what has brought them to mediation to the other person during a period of uninterrupted speaking time. There is no right or wrong answer as to who goes first in the stage of the process which can be agreed on the day. Irrespective of who goes first, the same opportunity is afforded to both parties to speak on an uninterrupted basis one after the other.

During this stage it is important that both parties are prepared to allow the other person to speak and that they are respectful to each other both in terms of not interrupting, but also in terms of trying to maintain neutral body language such as, for example, not rolling eyes, sighing, or writing extensive notes whilst the other person speaks.

Summarising

Once both parties have had their period of uninterrupted speaking time the mediator will begin to summarise the main areas of agreement and disagreement and they will facilitate a conversation to explore these points in greater depth. The mediator's objective during this stage in the process will be to encourage healthy communication and promote understanding and empathy on both sides. The aim of this stage of the process is to address what has happened but also to shift the focus from past to future and to begin to look at workable solutions that meet the needs of the individuals concerned.

Reaching an agreement

As the process develops, the mediator will encourage joint problem solving by both parties, with the aim of reaching a solution and a level of agreement that is workable for all concerned. Following a successful mediation, a written agreement or action plan will be confirmed by both parties, detailing the outcome.

Once a written agreement, has been reached there will be a conversation facilitated by the mediator about what, if anything, the parties to mediation are prepared to allow the mediator to share with management. Whilst mediation is confidential and it is not appropriate to be disclosed to others the detail of what has been discussed during mediation, it is generally helpful afterwards to make management aware of whether mediation was successful or otherwise. It will also be necessary to discuss how to communicate any agreements or changes to ways of working that require the involvement of other people or that other people need to be aware of, such as, for example, a change to work location or pattern.

Where a grievance or complaint has previously been lodged (and has been put into abeyance pending the outcome of a mediation process) and an agreement has been reached through mediation that resolves the issues the colleagues who lodged a complaint will be asked to confirm in writing that they have now withdrawn their formal complaint.

5.5 'Checking In' with Participants after Mediation

With the agreement of those concerned, the mediator will seek to have a follow up conversation (generally by telephone) with those involved in mediation approximately 3-4 weeks after mediation has been completed.

This conversation is primarily to ascertain how things have been since the mediation, and to establish if both employees are content that the other person has adhered to what was agreed during mediation.

In many instances this will be a conversation will be reasonably brief and will affirm that mediation has been successful. However, if either party feels it would be beneficial to meet again the mediator can offer to both parties the opportunity to do so with a view to resolve any outstanding concerns or simply to chat through how things have been in a facilitated environment. As with all aspects of mediation this is a voluntary process and will only happen with both employees' express consent.

5.6 No Mediation Agreement Possible

Even with much effort and with the best intentions of those concerned there are occasions when agreement cannot be reached through mediation. In this scenario other options available to either party, including formal processes will be discussed with their line manager (not the mediator).

Failure to reach a mediated agreement, written or verbal does not in any way prejudice an individual's right to take further action through a formal process such as grievance or dignity and respect at work.

5.7 Benefits of Mediation

Mediation generally takes place over no more than two sessions and it can therefore assist both parties to reach an agreed resolution quickly, thus avoiding protracted feelings of stress and/or uncertainty.

Individuals have a sense of greater control during the resolution process.

Mediation ensures that people can get things off their chest. Colleagues in a situation of conflict feel listened to by an independent mediator who will not judge or blame them.

Mediation provides a genuine opportunity to resolve workplace issues in a constructive way as opposed to simply providing an outcome that one or both parties are in some way wrong.

Individuals who enter into mediation can receive valuable feedback regarding their colleague's perception of events that can be insightful and ultimately beneficial from a performance development perspective.

People who enter into mediation often find that existing relationship or other difficulties with colleagues are improved by the process, or at least are not exacerbated by the process, in the way grievance or dignity and respect at work procedures can on occasions make people feel.

6 THE MEDIATOR

6.1 The Mediator's Role

Mediators are trained and experienced in conflict resolution. They will not take sides and are there equally for both parties. Mediators will set out to facilitate a solution to a dispute that colleagues feel able to agree to. Mediators do not have a vested interest in any particular solution and genuinely work towards the best resolution **for everyone concerned**.

It is not the mediator's job to impose a solution on anyone in a mediation process; their role is to listen to and understand each person's point of view equally, to challenge where necessary, and to facilitate a sensible method of resolving the dispute. It is for the colleagues involved to try to reach some level of agreement which they find acceptable and meets their needs, and which they can both agree to.

Having achieved mutual consent to some form of agreement, it is for the parties to decide if they are content for the mediator to set whatever is agreed down in writing and if so, who this information is to be shared with. In some instances the parties who have entered into mediation will prefer to keep this agreement, whether written or verbal to themselves and on other occasions they may be prepared to share the outcome of mediation with their managers. This is something that can only be discussed and agreed on the day. Mediation is confidential and no one involved in mediation should divulge the details of a mediation agreement to anyone else not directly involved in the process without the other person(s) consent.

6.2 Choice of Mediator

Managing a mediation process is a specific skill for which mediators receive in depth training. For that reason alone, there are only a limited number of people available who are suitably trained to carry out the role. In the event that mediation is identified as a possible option to resolve a dispute, the choice of mediator will in the first instance be identified by Council based on availability of suitably qualified individuals. However both parties will be provided with details of the proposed mediator and they will be asked if there are content to proceed on that basis.

In the event that an individual does not consent to a particular mediator they will be asked for the reasons why. In the event that a mediator is not accepted by a member of staff reasonable attempts will be made to find at least one other suitably qualified person. However the ultimate decision regarding an appropriate mediator has to remain with Council.

7. OTHER ARRANGEMENTS

7.1 Confidentiality

Mediation is entirely confidential to the parties involved and it is vital that those entering into the process do not feel that what was said during a mediation process can be used against them at a future date and time. For this reason anyone entering into mediation will be asked to sign a confidentiality agreement before mediation progresses. In addition any written documents produced during the mediation process (with the exception of any mediation agreement if it is agreed to put this in writing by both parties) will be destroyed at the end of the process.

7.2 Accompaniment

The focus of mediation is to allow those involved in a conflict to find a resolution to issues themselves, with the assistance of the trained mediator. Representatives may only be involved in mediation in exceptional circumstances, for example where the person involved has a disability that prevents them from participation in the mediation process on their own; or the person's first language is not English, and the person may need accompanied by a translator or signer. In some instances the mediator may judge, after discussion with the parties, that it would be helpful to the process for an accompanying person to be involved although this is likely to be very much by exception as opposed to a general rule.

In circumstances where an accompanying person is in attendance, they must be committed to impartiality and confidentiality.

7.3 Special Circumstances

There may be circumstances where, in the interests of the parties involved, it may be necessary to take measures to separate the parties involved in the dispute until such times as the matters is settled.

In such circumstances, the needs of the service and the merits of the case will be taken into account and any such measures, which may include for example, working in another office or location, temporarily reporting to a different line manager, redeployment, etc. will be considered and authorised by the relevant Director. Any measure taken will not be considered punitive and if there is for example, any redeployment, an appropriate post will be identified to which one or more parties will be posted to and any expenses associated with such redeployment (i.e. mileage and additional journey time) will be provided for.

8 EVALUATION AND REVIEW OF THE POLICY

The Council will keep this process under review as required and may make any changes in line with legislation and/or relevant codes of practice, and in consultation with trade unions. Account will also be taken of best practice and prevailing new techniques in the field of mediation with the sole objective of making the process as effective as possible for all concerned.

9 OTHER POLICIES FOR REFERENCE

Councils Dignity and Respect at Work Policy and Procedure
Councils Grievance Policy and Procedure

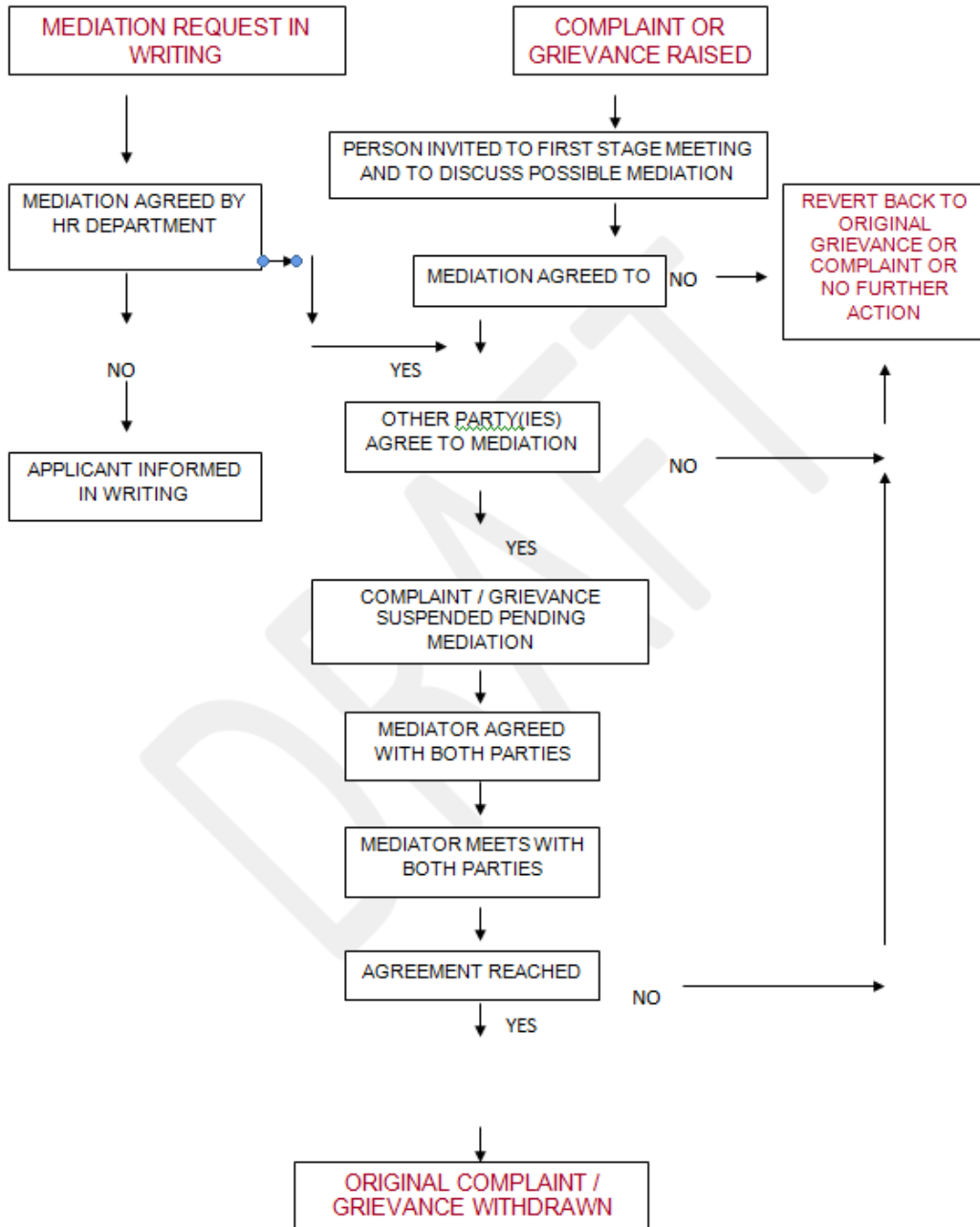
10 SECTION 75 EQUALITY AND GOOD RELATIONS

Causeway Coast and Glens Borough Council is fully committed to meeting its obligations in relation to Equality and Good Relations under Section 75 of the Northern Ireland Act. In this regard this policy will be screened using Section 75 guidelines and will be subject to an Equality Impact Assessment if found necessary as a result of the screening process.

11. OTHER SUPPORT AVAILABLE

Employee Assistance Provider – Inspire – Tel 0800 3895362
Occupational Health – contact your OD/HR representative

Flowchart of Mediation Process





DOMESTIC VIOLENCE AND ABUSE POLICY

Policy Number	CCG/16/16
Version Number	V0.1
Author	B Lofthouse

Date of Screening of Policy	9 October 2020
EQIA Recommended?	YES/NO
Date Adopted by Council	
Date Policy Revised	

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1. INTRODUCTION

Domestic violence and abuse is a pattern of behaviour that is characterised by the exercise of control and the misuse of power by one person over another within an intimate or family relationship. It is usually frequent and persistent. While domestic violence and abuse most commonly refers to that perpetrated against a partner, it also includes violence/abuse against ex-partners, and violence/abuse by any other person who has a close or family relationship with the victim.

Domestic violence and abuse does not just refer to physical violence but also to sexual, emotional and psychological, online, financial abuse and coercive control¹. In many cases, made up of a combination of different forms of abuse.

Domestic violence & abuse has a damaging effect on people and can have an adverse impact on their employment as a result of hospitalisation because of physical injuries, not being allowed out of the house, frequently taking time off work sick and mental health problems. However, the cause of these effects is often not talked about because victims are frightened of further attack and/or of perceived repercussions on their ability to carry out their job.

2. POLICY STATEMENT

The purpose of this policy is to support employees who are affected by domestic violence and abuse and to assist the Council and its managers in providing that support.

This policy demonstrates the Council's commitment to providing guidance for employees and managers to address the occurrence of domestic violence & abuse and its effects on the workplace.

The Council is committed to raising awareness of domestic violence and abuse in the community by supporting the work of the Policing & Community Safety Partnership and the other local organisations in the council area, including PSNI, Women's Aid and Onus, through their Safe Place initiative.

The aim of the policy is to make the workplace a safe and supportive environment for all employees of the Council who are affected by domestic violence and abuse.

¹ Coercive control is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse used to harm, punish or frighten their victim. This controlling behaviour is designed to make a person dependent by isolating them from support, exploiting them, depriving them of independence and regulating their everyday behaviour.

The objectives of the policy are to set out how the Council will:

- offer support to our employees in addressing problems arising from domestic violence and abuse sympathetically and in confidence (as far as possible);
- maximise the safety of our employees in the workplace;
- signpost employees to external support agencies who can carry on support beyond the workplace;
- Deal effectively with perpetrators of domestic violence and abuse, among our workforce, as appropriate and to challenge behaviors and attitudes through our awareness raising campaigns.

(The policy statement should be signed and dated as follows by relevant Council representatives and Trade Union representatives)

Signed: _____ Date: _____

Mayor

Causeway Coast and Glens Borough Council

Signed: _____ Date: _____

Chief Executive

Causeway Coast and Glens Borough Council

3. DEFINITIONS

For the purposes of this policy domestic violence and abuse is defined as any, ‘threatening, controlling, coercive behaviour, violence or abuse (psychological, physical, verbal, sexual, financial or emotional) inflicted on anyone (irrespective of age ethnicity, religion, gender, or sexual orientation) by a current or former intimate partner or family member’².

For the purposes of this policy Domestic Violence, includes but is not exclusive to the following includes support for employee’s who have experienced rape, Sexual assault and Child Abuse (historic and present).

4. SCOPE

Council acknowledges that while it is mainly women who experience domestic violence and abuse, this policy applies equally to every employee of the Council, regardless of gender or sexual orientation. In support of this, it is the Council’s policy that anyone who is experiencing or has been affected by domestic violence and abuse can raise the issue, in the knowledge that we will treat the matter effectively, sympathetically and in line with our statutory obligations.

The Council recognises that domestic violence and abuse is not confined to the home and that it is likely that it will impact upon the employee in the workplace. The Council recognises its duty to keep an employee safe within the workplace and would encourage employees to disclose to a line manager or ‘Trusted Colleague’ if they have any concerns about their safety in the workplace, or travelling to and from the workplace. The Council will take reasonable steps to address these concerns

The Policy applies to all Council employees.

While this policy applies to all employees of the Council, it is line managers, in consultation with their Heads or Service and Director who will play a key role in supporting the employee. Councils ‘trusted colleagues’ are available for support and advise. OD / HR will play a key role in implementing this policy in practice.

5. ACCOUNTABILITY AND RESPONSIBILITIES

5.1 The role of the Line Manager:

- Be aware that employees who are experiencing domestic violence and abuse may demonstrate poor punctuality, attendance, work performance and

² (Definition taken from the DOJ & DHSSPS Strategy document: “Stopping Domestic and Sexual Violence” March 2016.)

productivity and should take steps to try to establish this prior to instigating any formal council procedures. Details of possible signs that someone is experiencing domestic violence and abuse are contained in Appendix 1.

- Do not directly confront an employee. It is for the employee to raise the matter. If you have concerns or suspect signs of domestic violence and abuse please contact a Trusted Colleague, and the OD / HR Department for advice.
- Where domestic violence and abuse is known, managers should contact a Trusted Colleague and OD / HR for advice before any discussion with the staff member takes place, if it is possible to do so.
- If approached, managers need to be prepared to listen and should ensure they are approachable and available.
- Where it is alleged that a member of staff is perpetrating abuse during work time or using work resources, the manager will discuss this as a matter of urgency with OD / HR.
- Managers will ensure that a risk assessment is carried out that will provide a plan to address any security concerns in the workplace.
- Managers will keep a confidential record of any discussions and of any action taken. This will be kept with the knowledge and consent of the staff member concerned, who will be able to access it.
- Managers where possible should facilitate time off for appointments, counselling, rehousing, court attendances etc.
- Managers will ensure rehabilitative return and support under the Council's Sickness Absence Policy where appropriate.
- Managers will consider redeployment in regard to location of work, if necessary and in line with Occupational Health advice, in liaison with Heads of Service and OD / HR.
- Managers will consider changes to working hours, shift patterns or flexible working arrangements.
- Managers will offer support through Occupational Health, Employee Counselling and assist with referrals to specialist agencies for on-going help or support if required.

- Managers will take advice from OD / HR staff in regard to employment matters.
- Managers will consider the provision of any relevant training that might provide additional support to employees, e.g. assertiveness training for confidence building.

5.2 The Role of all Employees is to:

- Accept primary responsibility for their personal safety and that of their colleagues.
- Familiarise themselves with and follow this policy and bring to the attention of their managers any concerns which they have relating to personal safety.
- Participate in training that has been made available to them on domestic violence and abuse.
- Ensure all personal contact details to include, address and phone number are updated with the OD / HR Department
- Ensure that no personal information relating to colleagues is passed on to callers.

5.3 The Role of the 'Trusted Colleague' is to:

- Be available and approachable to employees experiencing domestic violence and abuse.
- Listen, reassure and support individuals adhering to the Trusted Colleague Support Procedure (Appendix 2).
- Keep information confidential (subject to the requirements of child and adult protection).
- Respond in a sensitive and non-judgmental manner.
- Discuss the specific steps that can be taken to help the employee stay safe in the workplace.
- Ensure the employee is aware of the options available to them.
- Encourage the employee to seek the advice of other relevant agencies - see Appendix 3 for contact details of support services available.

- Trusted Colleagues are available to support employees who do not feel comfortable disclosing to a line manager / colleague.

5.4 The Role of OD / HR is to:

- Review and update the policy (and any other associated policies)
- Advise line managers in the implementation of the policy
- Advise line managers in the employment related matters

6. PROVIDING SUPPORT FOR EMPLOYEES

The Council will make every effort to assist an employee experiencing domestic violence and abuse. The Council, may consider the following actions where the work of the Council and services to rate payers will not be compromised by their implementation:

- Managers and supervisors are encouraged to provide a sympathetic response to requests for time off from work due to domestic violence and abuse; subject to balancing both service needs and the needs of the individual.
- Managers and supervisors are encouraged to sympathetically consider requests for flexible working and other work-life balance arrangements as a result of domestic violence and abuse, for example flexibility in working hours or time off when required to enable the employee to seek protection, go to court, look for new housing, enter counseling, arrange childcare etc.
- Managers and supervisors have the discretion to grant up to 5 days Special Leave (paid) in a financial year for appointments where necessary and related to the employee's circumstances.
- The Senior Leadership Team may in exceptional circumstances grant additional paid leave where the complexity of the situation demands this.
- The Council will consider the requirement for a change of working arrangements on a short-term or long-term basis, as necessary. (For example, moving the employee away from the reception area or from working in a ground-floor office which is visible from the street if required; relocation, changing shift patterns, changing hours).
- Changes to arrangements for the payment of salary, if requested (including a salary advance, if needed, e.g. to acquire alternative accommodation).

- All requests should be acknowledged ***expediently*** by line managers and responded to ***no later than 14 days from the date the request was received.***

7. HEALTH AND SAFETY AT WORK

The Council recognises that people experiencing domestic and sexual violence and abuse are at increasing risk when they attempt to leave an abusive partner. They may become vulnerable going to and coming from work, or while they are at work as the perpetrator knows where they can be located. This can give rise to health and safety issues including the risk of violence occurring in the workplace.

Employers have a duty of care under the Health and Safety at Work (NI) Order 1978 to ensure, so far as is reasonably practicable, the health, safety and welfare at work of their employees. The Management of Health and Safety at Work Regulations (NI) 1992 also requires employers to assess the risks of violence to employees and make arrangements for their health and safety by effective planning, organisation and control. A template risk assessment has been provided at Appendix 5.

8. ADDITIONAL SUPPORT

The Council will make support available to employees experiencing domestic violence and abuse through line managers, OD / HR, Occupational Health, the Council's confidential employee counselling service and the network of 'trusted colleagues'.

The Council has designated staff members who are 'trusted colleagues'. These employees will be available to support employees experiencing domestic violence and abuse. They will receive training in responding to disclosures of domestic violence and abuse. The names and contact numbers for all trusted colleagues are available at Appendix 3 and will be displayed on all location notice boards.

9. PERFORMANCE

The Council is aware that employees experiencing domestic violence and abuse may have performance related issues such as absenteeism or lower productivity. When addressing performance and safety issues the Council will make reasonable efforts to consider all aspects of the employee's situation and/or safety problems and aim to assist the employee in seeking professional help. The Council will address health and safety concerns in the workplace and will signpost employee(s) to external agencies to carry on support beyond the remit of the workplace. The Council will endeavor to collaborative working with external agencies (if desired by the employee) to provide a joined-up approach to supporting the employee, inside and outside the workplace.

10. CONFIDENTIALITY

Domestic abuse is a sensitive issue and people experiencing it are often reluctant to discuss it with managers or colleagues. The council respects an employee's right to keep private the fact that they have experienced domestic abuse within the statutory limitations outlined below and all records concerning domestic abuse will be kept strictly confidential. Council's absence records will not contain detail relating to domestic abuse.

Whilst employees experiencing domestic abuse normally have the right to complete confidentially, in circumstances of child protection or the protection of vulnerable adults from abuse, the child/adult protection services may need to be involved. Complete confidentiality cannot be guaranteed in these situations. Where this arises the employee will be informed.

11. PERPETRATORS WHO ARE EMPLOYEES

With regard to perpetrators of domestic violence and abuse, the Council will undertake to do the following:

- Reserve the right to invoke the disciplinary procedure against any employee who perpetrates violence, including domestic violence and abuse and/or who uses the Council's time, property or other resources to abuse a partner or family member or to aid another to do so. The Council will establish the facts of the case, in line with the requirements of the disciplinary procedure, before considering if disciplinary action is justified.
- Take action, as appropriate, to minimise the potential for a perpetrator to use his/her position or resources to find out the whereabouts, or other details, of his/her partner or ex-partner.
- Consider requests for time off to attend appropriate interventions, when perpetrators are seeking help to address their abusive behaviour.
- In cases where both the perpetrator of domestic violence and abuse and the victim are employed by the Council, action may need to be taken to ensure that both the victim and the perpetrator do not come into contact in the workplace. The aim is to minimise the potential for the perpetrator to use their position or work resources to find out details about the whereabouts of the victim. This may include a change of duties for one or both employees or withdrawing the perpetrator's access to certain computer programmes or offices.

12. TRAINING MANAGERS AND TRUSTED COLLEAGUES

The Council will develop a programme of training for line managers and trusted colleagues to identify and respond appropriately, and to raise awareness of domestic violence and abuse to ensure a common understanding of this policy.

The training will include:

- Signs that an employee may be experiencing difficulties;
- How to provide initial support;
- Referrals to other agencies;
- Ways to help the person stay safe in the workplace;
- The importance of understanding that they are not counsellors (counselling is to be left to trained professionals and no one should attempt to act in place of a domestic violence and abuse expert or counsellor).

13. EVALUATION AND REVIEW OF THE POLICY

This policy will be reviewed regularly by the Council and, if necessary, revised in consultation with recognised Trade Unions in light of changing legislation and best practice.

14. OTHER POLICIES FOR REFERENCE

- Sickness Absence Policy & Procedure
- Disciplinary Policy
- Dignity & Respect at Work Policy

This list is not exhaustive.

15. SECTION 75 EQUALITY AND GOOD RELATIONS

Causeway Coast and Glens Borough Council is fully committed to meeting its obligations in relation to Equality and Good Relations under Section 75 of the Northern Ireland Act. In this regard this policy will be screened using Section 75 guidelines and will be subject to an Equality Impact Assessment if found necessary as a result of the screening process.

16. CONTACT DETAILS

Any issues or queries relating to this policy should be addressed to:

Brid Lofthouse
Head of OD HR

APPENDIX 1- IDENTIFYING DOMESTIC ABUSE

Some signs that an individual may be experiencing Domestic Violence and Abuse can include:

- Poor timekeeping without explanation or poor explanation
- High absenteeism rate without explanation or poor explanation
- Uncharacteristic anxiety, depression or problems with concentration
- Uncharacteristic deterioration in the quality of work performance
- The receipt of repeated upsetting calls/faxes/e-mails/text messages etc.
- Individual being a victim of vandalism or threats
- Obsession with time
- Needing regular time off for appointments
- Inappropriate or excessive clothing
- Repeated injuries, or unexplained bruising or explanations that do not match the injuries displayed.
- Increased hours being worked for no apparent reason
- Prevented from seeing children or fear of not seeing children
- Limited money/access to money
- Restricted work/social life

Please note that this is not an exhaustive list, some victims may display no signs of violence or abuse. Individuals experiencing domestic violence and abuse suffer a broad range of physical and emotional consequences.

It is also essential to understand that any of the above may arise from a range of circumstances, of which domestic abuse may or may not be one.

Further advice will be available from the trusted colleague's team.

APPENDIX 2 - TRUSTED COLLEAGUE SUPPORT PROCEDURE

1 A Staff Member Approaches:

Approached by a third party on behalf of a staff member:

- Advise that you are a Trusted Colleague and there to help, but the staff member must make contact with you directly (to ensure confidentiality).
- Signpost – pass on a business card.

Approached by a staff member who wants to make a disclosure:

- Advise that you are a Trusted Colleague and can help.
- Make arrangements to meet up at a more appropriate time/place.

If the staff member doesn't want to meet up:

- Signpost – pass on a business card.
- Tell them if they change their mind, happy to talk to them at a later date.

2 At the Meeting

Issue documents and explain the following:

- Issue employee with the Council's Policy on Domestic Violence and Abuse, fully explain including the type of support which the Council may be able to offer.
- Issue employee with the Council's Guidance Notes for Staff on the Role of a Trusted Colleague and fully explain.
- Signpost employee to the 24 hour domestic violence helpline and make them aware of the information and support provided by external support organisations, for example Women's Aid or MAP (Mens Advisory Project) where appropriate.
- Advise employee of how their information will be retained and advise that there are restrictions on confidentiality ie where there is a disclosure in relation to self-harm or a risk to vulnerable adults or children.

Complete the Trusted Colleague Record:

- Record information disclosed by employee.
- Complete agreed Action Plan.
- Complete Workplace Safety Plan if appropriate.
- Contact Lead/Deputy Lead Trusted Colleague if appropriate.
- Arrange follow up meeting with Staff Member.
- Sign off Trusted Colleague Record.
- Forward document to secure network folder for confidential storage and destroy paper copy.

3 After the first Meeting

- Meet the Lead/Deputy Trusted Colleague to discuss the disclosure and action to be taken, as appropriate.
- Follow up meetings with employee, as appropriate.

APPENDIX 3 – USEFUL CONTACT DETAILS

24 Hour Domestic & Sexual Violence Helpline	0808 802 1414
Inspire Well Being (formerly Carecall)	0800 389 5362
Causeway Women's Aid	028 7035 6573
Foyle Women's Aid	028 7128 0060
PSNI	101 – ask to speak to Domestic Abuse Officer
Childline	0800 11 11
Victim Support	028 9024 4039
Onus	028 2568 9450
Gay/Lesbian/Bisexual/Transgender Helplines: Gay Helpline Lesbian Helpline Rainbow Project	028 9032 2023 028 9023 8668 (Thursday evenings only) 028 9031 9030
Men's Advisory Project (MAP)	028 9024 1929
Men to Men	028 9023 7779
Rape & Sexual Abuse Support Centre: www.rasasc.org.uk - Helpline support and information for survivors of rape or childhood sexual abuse through UK.	0808 802 9999
www.safeline.org.uk Help for female and male survivors of rape and sexual abuse.	Helpline for women 0808 800 5008 Helpline for Men 0808 800 5005 Young Peoples Helpline 0808 800 500
www.victimsupport.org.uk Trained volunteers give emotional support and practical advice and can accompany victims to police stations and court if needed and help with application for compensation.	0808 168 9111
The Rowan (Sexual Assault Referral Centre for NI)	0800 3894 424

APPENDIX 4 – COUNCILS TRUSTED COLLEAGUES

Lead SLT Colleague:

Aidan McPeake
Director of Environmental Services
Ballymoney offices
028 7xxx xxxx
Ext 22xx

Lead Trusted Colleague:

Melissa Lemon
PCSP Officer
Coleraine
028 7034 7031

Lead OD / HR Colleague:

TBC

Trusted Colleagues:

Name	Location	Department	Ext Number
Fiona Donnelly	Cloonavin	OD / HR	7168
Paul McGurgan	Cloonavin	Health & Built Environment	7261
Patricia O'Brien	Cloonavin	Funding Unit	7040
Nuala O'Hagan	Depot	Health & Built Environment	6095
Sammy Montgomery	JDLC	Sport & Well Being	2766 0260
Elaine McConaghie	Riada House	Policy and Community Planning	2201
Rhonda Cassley	Ballycastle	Business Support	4244
Craig McGowan	Loughanhill Depot	Operations	7064
Sharon McQuillan	Cloonavin	Finance	7105
Declan Donnelly	Ballymoney	Operations	2226
Orlaith Quinn	Ballycastle	Community & Culture	4268
Julie McCloskey	Cloonavin	Civic Facilities	7034
Lorraine Bell	Cloonavin	Funding Unit	7198
Alan Moffett	Flowerfield	Community & Culture	7083 1400

APPENDIX 5 – RISK ASSESSMENT TEMPLATE

Employee name:

Assessment carried out by:

Date of next review:

Date assessment was carried out:

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done