



# BUSINESS TOOLKIT FRAMEWORK

**WOMEN'S SAFETY CHARTER**



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# CARDIFF'S WOMEN'S SAFETY CHARTER – AN INTRODUCTION



From Carolyn Brownell, Co-chair  
Cardiff's Women's Safety Network

**Cardiff is a safe city, but like most places, it still has its issues. And unfortunately, these issues affect the way women experience our city every day and every night.**

We believe all women have the right to enjoy this city, no matter the time of day. Yet there are still so many barriers for women and girls living, working, and experiencing our city. Our mission is to eradicate these barriers, but we can't do it alone. Together we can take positive action by committing to women's safety.

FOR Cardiff are on a mission to make our city a safer place for women. By working with supportive businesses like yours, we're able to explore vital initiatives like the Women's Safety Charter, to help impact women's everyday lives inside and outside of work.

The journey started in 2021, with the launch of 'Safe Places' – a partnership between FOR Cardiff and businesses across the city, transforming them into 'Safe Places' – becoming part of an accessible, nationwide, network of support where anyone feeling intimidated, at risk or scared can take refuge.

This initiative planted the seed for substantial growth and increased awareness – now over 100 businesses in Cardiff have become part of 'Safe Places'.

The work didn't stop there. The Women's Safety Network was launched the same year – and this inspired a suite of work to understand what Cardiff needs, and how it can be made a safer city for all.

Bringing experts together from businesses and organisations across Cardiff's night-

time economy – the Network worked to showcase the voices of women and help create a safer environment for those out in the city centre.

Now, we've brought together businesses across the city to join forces to deliver **Cardiff's Women's Safety Charter** – the first 24/7 charter in the UK.

This toolkit is to help your business understand what the charter is, how you can access training, and what our ask is to businesses now, at launch. This is just the beginning, and we hope you'll be part of this journey with us.

# WHY DOES CARDIFF NEED A WOMEN'S SAFETY CHARTER?

**The most common crimes in Cardiff are violence and sexual offences, with 12,158 offences during 2021. This is 11% higher than 2020's figure of 10,964 offences. This needs to change.**

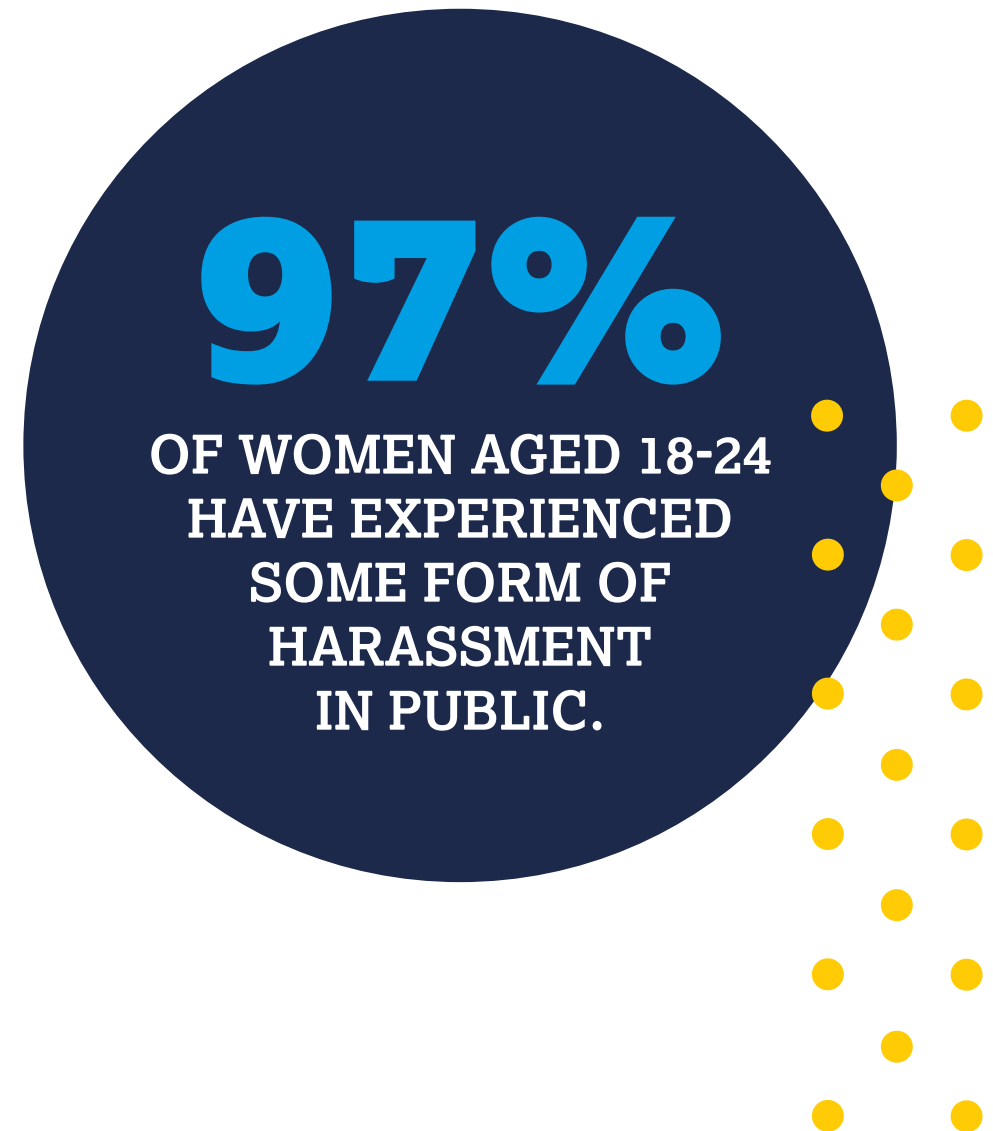
That's why the Women's Safety Charter is so important: it will help make Cardiff a city where all women feel confident and welcome at any time of day.

The charter is designed to help us all take practical steps together, to make Cardiff safer for women at any time of day. No matter your size, shape or area of work, your commitment matters. And by committing to the charter, you're supporting not only the public but your staff too.

The Women's Safety Charter will support you in training your staff and supporting the public to create a zero-tolerance culture around sexual harassment in shops, businesses, and public spaces across Cardiff.

We can all do our bit to make Cardiff safer for women, and we know it's not going to happen overnight but by starting now, we can all create positive change in Cardiff by committing to women's safety.

There are seven commitments outlined in this toolkit that work towards improving the safety of women in Cardiff, no matter what, where and when.



# BREAKDOWN OF THE CHARTER COMMITMENTS

Here are the charter commitments we'll be asking every member to adhere to, following completion of training.

## 1. Appoint a Champion

A named member (or members) within your organisation who will champion women's safety and act as a point of contact.

This can be any member of staff regardless of gender identity or role.

We recommend that all staff are fully trained to respond to and report incidents, so the onus isn't entirely on one individual.

## 2. Communicate

Demonstrate your organisation's zero-tolerance approach towards sexual harassment through positive public and staff-facing communications campaigns, both online and in your space.

External campaigns may include: badges for your champion, displaying a sticker in your window and your champion feeding back news stories to FOR Cardiff for us to share.

Internal campaigns may include: displaying a resource poster in your staff room that contains routes for reporting, examples of best practice and information around legalities of behaviour. This will be provided in your downloadable business pack.

Champions may also share and collate examples of best practice amongst themselves.

## 3. Support Your Staff

Create routes for reporting, and establish a zero-tolerance culture around, sexual harassment in your workplace.

## 4. Support the Public

Create routes for reporting, and establish a zero-tolerance culture around, sexual harassment while using your service or space.

## 5. Training: Responding

Train staff to ensure that all women who report are believed and are signposted to the right sources of help.

## 6. Training: Recording

Train staff to ensure all incidents are recorded and provide a register of all staff who have been trained.

## 7. Designing for Safety

Audit your spaces and adapt them to ensure women leave your premises safely.

Ensure your subcontractors are also trained and aware of the Charter commitments.

# MAKING YOUR COMMITMENT TO THE CHARTER

We're currently designing the training for businesses to become a Charter member, so our ask now is that you become an Ally and start the conversation with us about committing to the charter.

## Become an Ally

While we discuss training requirements, we want you to become an Ally. This shows your staff and customers that you are committed to women's safety, and are working towards being a full charter member.

Please express your interest on our website [here](#) and we'll be in touch with next steps and guidance.

## In the meantime...

Your staff need to know the charter is something your business is committed to.

We'd like to focus efforts on raising awareness of the charter through displaying posters in communal business areas, such as staff rooms and training spaces, and providing resources which outline best practise and information on how to respond to and report incidents.

## Ally - Posters and Assets

Download assets for your business [here](#) to show you're working towards being a Charter member. If you'd like a printed version of this pack, please contact [info@forcardiff.com](mailto:info@forcardiff.com)





# TRAINING

Specific training – to support your charter commitment – is available to help you and your staff be prepared to recognise and respond to instances of violence against women.

## FOR Cardiff

**Welsh Women's Aid training** - Welsh Women's Aid National Training Centre provides a range of training courses for tackling and preventing all aspects of Violence Against Women, Domestic Abuse and Sexual Violence. WWA National Training Centre provides professionals with the skills needed to recognise and respond to domestic abuse, sexual violence, and other forms of violence against women, as well as supporting those working in specialist roles.

F2F Half Day = £450

F2F Full Day = £900

Digital Half Day = £375

Digital Full Day = £750

E- Learning = £20 per person per course

**New Pathways Bespoke Training** - [Bespoke Training](#) - [New Pathways](#) They provide courses on sexual violence, trauma informed practice, safeguarding and mental health awareness. To get a training quote email [training@newpathways.org.uk](mailto:training@newpathways.org.uk)

**Vulnerability Training** - Contact Rachel Loveridge  
[Rachel.Loveridge@south-wales.police.uk](mailto:Rachel.Loveridge@south-wales.police.uk)



# RESOURCES

While our toolkit can provide your business with the information around the Charter, there are resources available to provide you and your staff with more specific advice and information.

## Live Fear Free Helpline

Provides confidential information, advice or support around domestic abuse, sexual violence, or violence against women.

Anyone can contact in any language 24/7.

Phone: 08088010800.

Text: 07860077333.

Email: [info@livefearfreehelpline.wales](mailto:info@livefearfreehelpline.wales)

- Encourage staff to share the helpline number and call the helpline directly if they require information or advice.
- Make the helpline visible- display as a poster in shop windows, back of house for staff, add to email signatures and on company shared drives.

## Welsh Women's Aid

**Bystander Toolkit** - consisting of specific advice and information for concerned neighbours, engaged volunteers and employers, journalists, and others to ensure they can safely raise awareness and signpost to support. [COVID 19 Bystander Toolkit : Welsh Women's Aid \(welshwomensaid.org.uk\)](https://www.welshwomensaid.org.uk)

## Cardiff Women's Aid

Visit [cardiffwomensaid.org.uk](https://www.cardiffwomensaid.org.uk)

## StreetSafe

Anyone can anonymously report a public place where they have felt or feel unsafe, because of environmental issues, e.g. street lighting, abandoned buildings, or because of some behaviours, e.g. being followed or verbally abused. Not for reporting crime or incidents.

## Report a crime online

If you have witnessed or been the victim of a crime, report it to the police. These reports are dealt with by the control room in the same way as if you reported over the phone.





# HOW TO SHARE THE WOMEN'S SAFETY CHARTER

We'd like you to talk about your commitment to the charter, and share it widely so other businesses can get involved.

You can download all assets relating to the Women's Safety Charter [here](#).

For more information, head to [forasafercardiff.com](https://forasafercardiff.com).  
Contact us on [info@forcardiff.com](mailto:info@forcardiff.com)



# FAQs

## **Can you still join the Women's Safety Charter if you're not a FOR Cardiff Member?**

Yes, the Women's Safety Charter is open to any employer in the county.

## **How do I achieve charter status?**

Following expressing an interest and becoming an ally – as outlined in the toolkit – you can achieve charter status by providing evidence that displays that your business has delivered the key objectives within 2 months of signing up.

## **I'd like a printed business pack – how do I get this?**

Unfortunately, we won't be offering printed versions.

## **How often will my businesses be checked to ensure I'm still in line with the charter commitments?**

We'll check the evidence you provide in order for you to achieve Charter status. Our Business Engagement team will then work with you regarding any queries you may have around the charter and your commitments.



# FAQs

## **What happens if disclosures are made to members of staff?**

If a disclosure is made to a member of your staff regarding a potential incident, harassment, or safety concern, it is vital to follow a compassionate and well-defined protocol. The safety and well-being of all individuals are of the utmost importance. We recommend the following steps:

### ***1. Listen and Support***

When someone discloses an incident, listen attentively and without judgment. Offer your support and empathy, assuring the person that their well-being is a top priority.

### ***2. Believe and Respect***

Show respect for the individual's feelings and experience. Believe what they share and validate their emotions.

### ***3. Privacy***

Respect the confidentiality of the disclosure. Ensure that the person's privacy is maintained and only share information on a need-to-know basis.

### ***4. Documentation***

If the individual is comfortable, document the details of the disclosure. This will aid in any subsequent actions and investigations.

### ***5. Reassure Reporting Options***

Make the person aware of reporting options, whether within the organisation or externally. Inform them that they have the choice to take further action if they wish.

### ***6. No Retaliation***

Emphasise that there will be no retaliation against the individual for coming forward with a disclosure. Reiterate your commitment to creating a safe and supportive environment.

### ***7. Action and Resolution***

Depending on the nature of the incident, take appropriate actions. This may involve reporting to higher authorities, involving relevant parties, and addressing the situation with the necessary urgency.

### ***8. Training and Support***

Ensure that your staff is trained to handle such situations sensitively. Provide resources and training that equip them with the skills to respond appropriately.

### ***9. Feedback and Improvement***

After the situation is addressed, seek feedback from the person who made the disclosure. Use this feedback to continually improve your response procedures.

