



Kensington

CASE STUDY

Kensington is one of the UK's leading specialist mortgage lenders.



ABOUT KENSINGTON

- Approximately 600 employees
- Founded in 1995

"The safety and well-being of our employees has always been our priority. Domestic abuse, and the support required for colleagues, is a difficult and sensitive subject to approach. We knew we needed guidance, and we wanted to work with someone who had credibility and the experience to provide practical advice, and Sharon was the ideal person to do this. Her training is delivered in an honest, transparent, thoughtful, and considered manner and had a hugely positive impact on our colleagues."

Richard Nightingale - HR Director

Why did you start your domestic abuse journey?

We decided to introduce domestic abuse training because we understand that challenges at home can have a profound effect on our employee's wellbeing, safety and ability to focus. Domestic abuse can take many forms and it often goes unseen. Our research as to how to best support our people led us directly to Sharon and the excellent work she and her team are doing. By giving our managers, the right tools and awareness through training we can create a safer, more supportive environment where people feel seen, heard and protected.

What training/education have your employees had?

Sharon is an experienced professional who worked closely with us to develop a bespoke training session tailored to our people and our business environment. The session covered the different types of abuse (physical, emotional, financial) and focused on how to recognise the signs, respond appropriately and signpost support. It was practical, compassionate and eye opening.

What feedback have you received from those who have been trained?

The feedback has been overwhelmingly positive with 100% of our pilot group advising they now understand what to do if they became aware a team member or colleague was a victim of Domestic Abuse. The training has been described as insightful, supportive and thought provoking. It truly is a valuable session.

What challenges have you faced?

As most of our employees work remotely, this increases the challenge to identify and support victims of domestic abuse. It is also about balance, being a supportive employer whilst respecting personal privacy. Sharon sharing her insight and expertise to tailor her sessions to best support our people has had such a positive impact, both for our people managers and their direct reports.

Have you made a difference to any employees?

Yes, it absolutely has made a difference. Since launching the training, we have had employees come forward and share things they haven't spoken about before. It has led us to put real and practical solutions in place. The training has given people the language and confidence to open up and helped managers feel more equipped to respond with empathy and care.



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“The Domestic Abuse Awareness talk delivered by Sharon has enabled us to create a culture of openness and care. It has encouraged colleagues to feel more confident to come forward to share their experience and also ask for support rather than feeling isolated and helpless. I would recommend Sharon's Domestic Abuse Awareness Talk as one of the best investments a Company can make to not only raise awareness on this sensitive topic but to also equip Managers to truly support colleagues.”

Suzanne Kinsella

Head of HR Operations and Facilities

www.domesticabuseeducation.co.uk

