

VIOLENCE REDUCTION

Good Practice Case Studies

LB Croydon
FJC (Tackling Domestic Abuse
& Sexual Violence)

The establishment of the FJC (formerly the Family Justice Centre) as a multi-disciplinary resource in the heart of Croydon offers victims of domestic abuse and sexual violence an easily accessible service with one-stop wrap-around support. The concentration of resources and expertise enables the FJC to lead on a holistic approach to tackling domestic abuse & sexual violence in the borough.



Definition

The definition of Domestic Abuse and Sexual Violence (DASV) is any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over, who are, or have been, intimate partners or family members, regardless of gender or sexuality. This can encompass (but is not limited to) the following types of abuse:

- Psychological
- Physical
- Sexual
- Financial
- Emotional

The FJC - local solution

The FJC (formerly Family Justice Centre) is a centrally located resource in the London Borough of Croydon and is positioned within Croydon's Violence Reduction Network (VRN) at Croydon Council.

It offers a multi-disciplinary approach to services for DASV victims and their children. It is open to all those experiencing abuse and can offer support at any stage of need.

The service seeks to offer victims wrap-around support and to prevent individuals having to go from agency to agency, telling their story repeatedly, in order to get the help they need.

Partners involved

LB Croydon

Croydon FJC

Opening Times:

Monday, Wednesday
and Friday: 9:00am –
5:00pm & Tuesday and
Thursday: 8:00am –
7:00pm

Telephone Helpline:

020 8688 0100

VIOLENCE REDUCTION

Good Practice Case Studies

LB Croydon
FJC (Tackling Domestic Abuse
& Sexual Violence)

The FJC is run by a multi-agency team that works to provide families with access to support by:

- Listening and responding to the needs of service users in a safe way
- Facilitating access to a wide range of DASV expertise, support and services in order to meet the needs of service users .

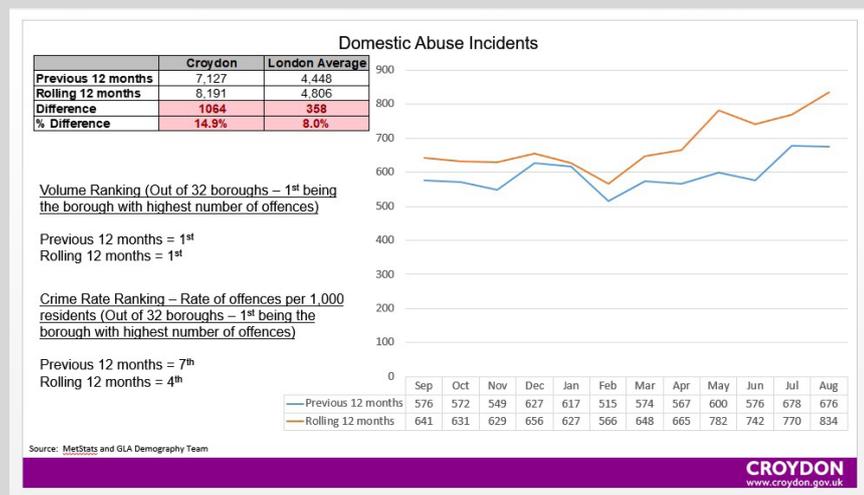
The team provides:

- Holistic assessment of need and risk
- Advice and support on all aspects of DASV
- Legal advice and support to obtain Non molestation orders
- Support and advice to access emergency safe accommodation
- Support to access specialist services and advice, including No Recourse to Public Funding issues, and rape and sexual abuse
- Drop-in and appointment service
- A DASV helpline for survivors and practitioners

The FJC is run by a multi-agency team providing access to a wide range of DASV expertise, support and services

Background

Please note that the following statistics were collated as at 09/09/2020

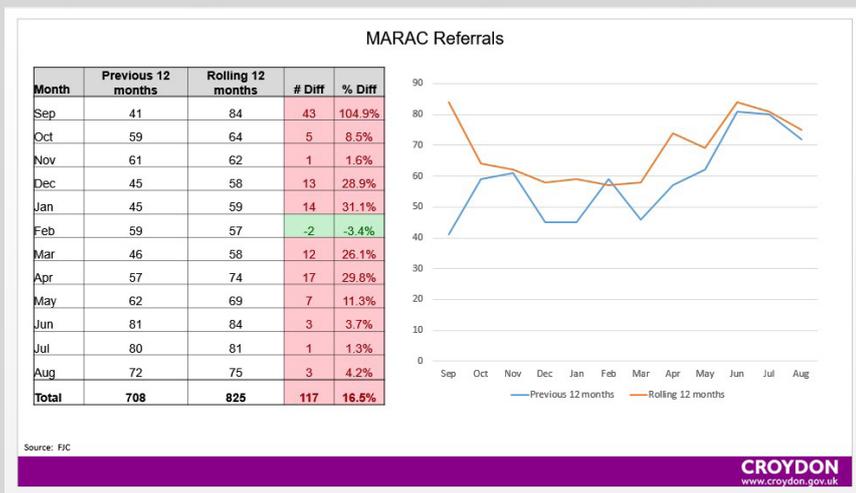
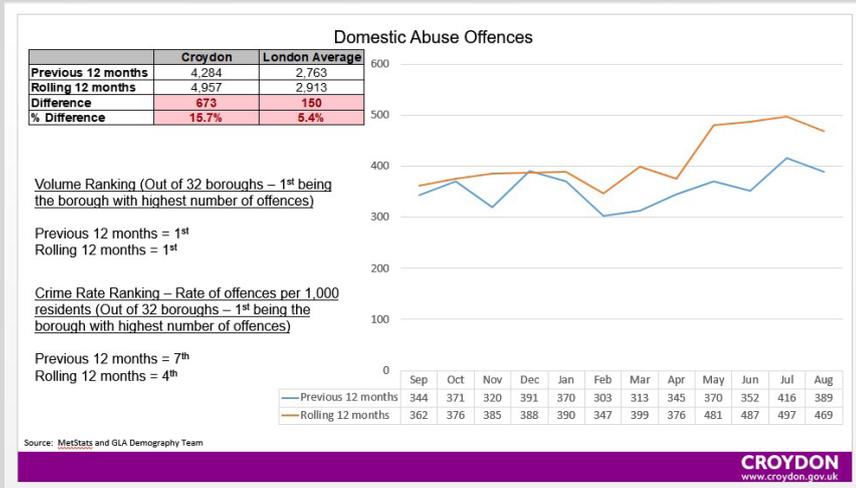


VIOLENCE REDUCTION

Good Practice Case Studies

LB Croydon
FJC (Tackling Domestic Abuse
& Sexual Violence)

Office-based
Independent
Domestic Violence
Advisors provide a
telephone helpline
as well as offering
face-to-face and
emergency drop-in
appointments with
a crèche available
on request



Approach

The FJC approach is multi-agency and provides support to victims:

- IDVAs (Independent Domestic Violence Advisors) who are co-located in community settings including police station, Croydon University Hospital and Hostels. Community IDVAs also provide training to professionals both statutory and non-statutory – this includes DASV awareness training, Risk Assessment and MARAC training.
- Office based IDVAs provide a DASV telephone helpline as well as offering face to face and emergency drop in appointments with a crèche available on request
- FJC offers case consultations to professionals both statutory and non-statutory
- FJC provides specialist IDVAs support in NRPF (No Recourse to Public Funds), Sexual Violence and PREVENT

VIOLENCE REDUCTION

Good Practice Case Studies

LB Croydon
FJC (Tackling Domestic Abuse
& Sexual Violence)

- Partnership working – FJC works closely in partnership with the Police, Children’s social care and Early Help services, Adult social care, Housing, Mental Health services and Probation as well as partners in the voluntary sector. This includes effective and established referral pathways to assist clients in accessing services
- MARAC, a victim-focused multi-agency meeting where information is shared on the highest risk cases of DASV between police, health, children’s social care, adult social care, housing, probation and IDVAs as well as other specialists from the statutory and voluntary sectors. By bringing all agencies together at a MARAC, a risk focused, coordinated safety plan can be drawn up to support the victim. Croydon MARAC meetings are held on a weekly basis
- Croydon is now adopting the evidence based IRIS model (Identification and referral to improve safety) working alongside and training GPs around domestic abuse
- DRIVE - The DRIVE project targets perpetrators of DASV and has now been running in Croydon since July 2018. The aim of this project is to reduce perpetrators’ offending and increase the safety of victims and their families by holding perpetrators to account and challenging them to change. DRIVE is delivered by RISE who are specialists in this area and work closely alongside FJC IDVAs to ensure that the safety of women and children is prioritised
- FJC offers and supports Student Placements to promote awareness, multi-agency working and support learning around domestic abuse
- Support in the workplace – Across the council, there are 40 domestic abuse ambassadors trained to support colleagues experiencing domestic abuse
- Croydon has developed a robust HR policy to support employees that maybe experiencing DASV
- Volunteers – FJC offers a successful volunteer programme, offering practical and longer term support to standard risk clients where required
- Campaigns – FJC regularly promotes campaigns to raise awareness of DASV within local communities – in 2020, this has included promotions regarding offering safe spaces within supermarkets and schools for victims experiencing DASV in response to the pandemic.

Croydon is now adopting the evidence based IRIS model (Identification and Referral to Improve Safety) working alongside and training GPs around domestic abuse

VIOLENCE REDUCTION

Good Practice Case Studies

LB Croydon
FJC (Tackling Domestic Abuse
& Sexual Violence)

Challenges

The past year has been particularly challenging due to the Covid-19 pandemic – there has been a well-documented rise in reporting of DASV with increased risk levels – this has placed additional pressures on services experiencing staff sickness, self-isolation and new working practices including working from home.

The pandemic has also created a nationwide economic and financial crisis, placing pressure on funding opportunities as well as a multi-agency depletion of resources.

There is an ongoing challenge in raising and maintaining awareness levels around DASV as figures continue to rise.

Contact



fjc@croydon.gov.uk

Recommendations

- As an example of best practice, boroughs should have a clear and up-to-date DASV/VAWG strategy
- Regular and sustained commitment to delivering training/consultancy to ensure that DASV awareness is maintained and a victim focused approach is adopted
- Introduction of Perpetrator Intervention Programmes with the safety of women and children as the main objective
- Greater and more accessible services for child victims of domestic abuse
- Regular forums accessible to voluntary sector and grass roots organizations
- Provision of services specifically in relation to victims with protected characteristics
- Use of DASV specialists to work with community based services to increase community awareness and resilience
- Where possible DASV services to remain open in order to provide a face-to-face response to victims/families fleeing during lock down

This is one of a series of case studies submitted by London boroughs and collated by London Councils to share experience and learning across the capital. Publication date: May 2021