

# DASV BULLETIN

Croydon's Domestic Abuse & Sexual Violence Bulletin

March 2020

## The FJC response to Covid-19

The FJC remains open during this time. We continue to be available for drop in's and booked appointments. We are advising any clients who book an appointment that it might be completed over the phone in the event that we do have to close to the public. If this does take place, our policy is currently for IDVA's to work remotely from home whilst continuing to support victims/survivors over the phone and completing assessments.

Our number and opening hours remain the same. See information on PAGE 3.

Please advise any victims/survivors to call the police in an emergency.

If you are aware of a victim who is having to self isolate please reassure them that we will continue to support them with their safety planning .

## Some of the things you can advise anyone you know living in fear:

Always keep their phone charged and close by

If you are feeling threatened in the house, try to go to low risk areas– places to avoid are the kitchen and bathroom

If you have a family member or a friend you can provide a safe word which informs them to call the police without your partner knowing (e.g I need my red jumper back?)

If you have neighbours you trust, inform them of what is going on, and ask them to call the police if they hear sounds of a violent attack.

Teach the children to call 999, if possible depending on age, to say their full name and address.

Iphone users can set up a quick emergency call button on the side of the phone. Make sure to turn the sound down

Encourage women to think about a safe place to go to, such a refuge, family or friends house.

## Useful numbers and websites

RASASC (Rape and sexual abuse centre) : 0808 802 9999 (PLEASE SEE PAGE BELOW FOR RASASC RESPONSE TO CORONAVIRUS)

Rights of women: <https://rightsofwomen.org.uk>

Law centre: 0208 767 2777

Paladin (stalking helpline) : 0808 8020300

*Future Bulletins*

*Please let me know if there is anything you would like to feature or promote within these bi-monthly bulletins*

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*The next Bulletin will be end of April 2020*

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Refuge National DA Helpline for women - 08082000247

<https://www.refuge.org.uk/get-help-now/phone-the-helpline/>

Respect Helpline for men - 0808 8010327

<https://respectphoneline.org.uk/help-for-domestic-abuse-victims/>

Women's Aid live chat - This is an online chatting service which is ideal for victims who are self-isolating and do not want to be heard.

<https://chat.womensaid.org.uk/>

GALOP National LGBT+ Domestic Abuse Helpline 0800 999 5428

<https://www.galop.org.uk/domesticabuse/>

This is a time for us all to be looking out for our neighbours, family and friends.



## Croydon's Domestic abuse service

### What is the FJC?

The FJC is a centrally located resource offering a multi-disciplinary approach to services for victims of domestic abuse and sexual violence and their children. This service is open to all those experiencing abuse and can offer support at any stage of need. The FJC 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.

### 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, including children, in a safe way.
- Facilitating access to a wide range of domestic abuse and sexual violence expertise, support and services in order to meet the needs of service users and their children.

### The multi-disciplinary team provides:

- holistic assessment of need and risk;
- advice and support on all aspects of domestic abuse and sexual violence;
- 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, support for children, and rape and sexual abuse;
- drop-in and appointment service
- A domestic abuse helpline for survivors and practitioners.

### How do I find out more?

Contact the Croydon FJC

Opening Times:

Monday, Tuesday, Wednesday, Friday – 9a.m. – 5p.m.

.020 8688 0100

Or email: [fjc@croydon.gov.uk](mailto:fjc@croydon.gov.uk)

**To refer a victim/survivor to the FJC please complete a FJC referral form which can be accessed on the council website [here](#).**

Based on recent developments of the virus and information from the Government, I have had to make the very difficult decision, to protect both our workers and our clients, to suspend work from the office from 18<sup>th</sup> March 2020 for the foreseeable future. The measures are for all our staff to work from home, using their emails and mobiles to keep in touch with clients and contacts and to continue with administrative work. Counselling will be over the phone instead of face to face and our Advocacy Service will be supporting clients via email and telephone. All work with clients from home will be in a space that is strictly confidentiality and all records will be kept safely and securely. Staff working hours will continue to be from Monday to Friday from 10am to 6pm. There will be no change to our response to you but we will not be attending any external meetings.

The main email address is [info@rasasc.org.uk](mailto:info@rasasc.org.uk) and will be fully operational and responding to emails. For urgent enquiries please contact 07818 425 648 or leave a message on our main office line which will be checked periodically on 0208 683 3311.

As soon as I know that it is safe to come back to the office and we are resuming our normal services, we will make an announcement.

In the meantime keep yourselves safe.

Yvonne Traynor

CEO

RASASC



## UPDATE ON CORONAVIRUS



### Women In Prison

In light of Government advice on Coronavirus, Women in Prison (WIP) has temporarily suspended all group work and 'drop in' sessions at our Women's centres and hubs to reduce social contact and enable social distancing. We are working now to put in place the strongest one-to-one support possible from our staff for the women we work with, including those in prison, leaving prison and in the community. Where this is not possible in person, then this will be through phone and other means.

We are working with partners in the prisons, probation service, health, local authorities and other services to ensure that we play our part in the efforts to ensure there is support available for the most vulnerable individuals and families during the difficult weeks ahead

While we work as a staff team to look after our own safety and wellbeing and take care of our families, the needs of the women we work with will continue to be front and centre of all our plans. We know that our mission to provide essential support services has never been more important.

Should you want to discuss any matters further I am more than happy to assist.

Thank you for your understanding.

Donna Everett

Women's Hub Coordinator (Sutton, Croydon & Wandsworth)

South London Women's Hubs

