

Domestic Violence and Conflict Management Policy

Bristol Child Contact Centre believes that everyone has the right to live safely and without the fear of abuse, violence and cruelty. We recognise that domestic abuse is unacceptable and that it occurs throughout society, irrespective of class, culture, gender, income, race, religion or sexuality. Its effects are far-reaching and can impact on others, notably the children. We recognise that every child has the right to grow and develop in an environment free of domestic abuse, whether directly as a victim or witness of violence in its own home or in the community.

Bristol Child Contact Centre accepts that some families using its Centre will have experienced varying levels of domestic abuse and we will ensure that they will receive sensitive and appropriate services. We also accept that the Centre needs to be organised and run in a way which allows these families, other Centre users and volunteers / staff to be safe. In order to meet these requirements, we will ensure that:

1. The Centre's referral form will ask one or more questions about domestic abuse. This is initially investigated by the National Association of Child Contact Centres and all appropriate information is recorded in their notes to the co-ordinator. Further notes may be made at the pre visit when completing the risk assessment form.
2. No family will be accepted until a referral form has been completed in full, received and accepted by the National Association of Child Contact Centre's safe referral system.
3. Any information concerning domestic abuse or the abuse of drugs / alcohol will be treated seriously.
4. Use of the Centre will be denied to individuals or families where the coordinator feels their presence is likely to present a threat to the well-being of other Centre users and volunteers / staff.
5. Once a family has been accepted the co-ordinator will consider their needs and develop a means by which they can be met. These will include the following:
 - Parents being invited to visit the Centre separately in advance of contact commencing.
 - Parents being given clear instructions in writing about which entrances to use and what times to arrive.
 - Where appropriate resident parents being asked to explore the possibility of someone other than themselves or their new partner bringing the child(ren) to the Centre.
 - The contact waiting room doors being kept closed and precautions taken to ensure parents do not visit the refreshment area or toilets at the same time. Volunteers to be aware of potential risk and advise parents accordingly.
 - Asking one parent to wait at the end of contact until the other has left the Centre and the area immediately around it.
 - Ensuring that addresses, telephone numbers and other sensitive information always remain strictly confidential.
6. Any distress to children or adults brought about by bullying or pressure to disclose information will be dealt with promptly and firmly. If an individual or family's behaviour is threatening, causes distress or is disruptive they will be asked to leave. Future attendance may be refused. Volunteers are trained in conflict management.
7. If an individual or family refuses to leave the police will be called.

Controlling or Coercive Behaviour

1. The Serious Crime Act 2015 (the 2015 Act) received royal assent on 3 March 2015. The Act creates a new offence of controlling or coercive behaviour in intimate or familial relationships (section 76). The new offence closes a gap in the law around patterns of controlling or coercive behaviour in an ongoing relationship between intimate partners or family members. The offence carries a maximum sentence of 5 years' imprisonment, a fine or both.
2. This offence is constituted by behaviour on the part of the perpetrator which takes place "repeatedly or continuously". The victim and alleged perpetrator must be "personally connected" at the time the behaviour takes place. The behaviour must have had a "serious effect" on the victim, meaning that it has caused the victim to fear violence will be used against them on "at least two occasions", or it has had a "substantial adverse effect on the victims' day to day activities". The alleged perpetrator must have known that their behaviour would have a serious effect on the victim, or the behaviour must have been such that he or she "ought to have known" it would have that effect.
3. Controlling or coercive behaviour should be dealt with as part of the Child Contact Centres safeguarding and public protection procedures.
4. All Paid and Unpaid staff must have regular training in this area and cover the topic in their induction.
5. The types of behaviour associated with coercion or control may or may not constitute a criminal offence in their own right. It is important to remember that the presence of controlling or coercive behaviour does not mean that no other offence has been committed or cannot be charged. However, the perpetrator may limit space for action and exhibit a story of ownership and entitlement over the victim. Such behaviours might include:
 1. isolating a person from their friends and family;
 2. depriving them of their basic needs;
 3. monitoring their time;
 4. monitoring a person via online communication tools or using spyware;
 5. taking control over aspects of their everyday life, such as where they can go, who they can see, what to wear and when they can sleep;
 6. depriving them of access to support services, such as specialist support or medical services;
 7. repeatedly putting them down such as telling them they are worthless;
 8. enforcing rules and activity which humiliate, degrade or dehumanise the victim;
 9. forcing the victim to take part in criminal activity such as shoplifting, neglect or abuse of children to encourage self-blame and prevent disclosure to authorities;
 10. financial abuse including control of finances, such as only allowing a person a punitive allowance;
 11. threats to hurt or kill;
 12. threats to a child;
 13. threats to reveal or publish private information (e.g. threatening to 'out' someone).
 14. assault;
 15. criminal damage (such as destruction of household goods);
 16. rape;

17. preventing a person from having access to transport or from working.

This is not an exhaustive list.

Essential requirements for volunteers and staff in relation to managing domestic abuse and conflict

1. There will be a minimum of three volunteers/staff on duty at all times and this number could increase depending upon the number of families using the Centre and rooms to be covered.
2. Volunteers/staff will be made aware of the particular needs of each family attending the Centre.
3. All volunteers/staff will receive training in the areas of domestic abuse, child protection and conflict management. A register is kept for inspection of all training undertaken with a record of whether this is via face-to-face training or workbooks.
4. Volunteers/staff will have immediate access to a telephone when the Centre is open.
5. The Centre will have an agreed procedure to follow in the event of an incident or an emergency. All volunteers/staff will be given a copy of this.
6. The Centre will have a recognised and easily accessible system for offering support to volunteers/staff who have become involved in stressful or violent incidents. All will be given a copy of this.

Additional requirements

1. Referrers and families using the Centre will be made aware of its policy in relation to domestic abuse.
2. Any individual or agency wishing to challenge how the Centre is implementing its policy in relation to domestic abuse should be referred to the Centre's complaints procedure.
3. The Centre's policy in relation to domestic violence will be reviewed and if necessary updated bi-annually.

Reviewed and re-adopted March 2016

and again in: May 2018

Reviewed and updated in January 2021

Reviewed and adopted March 2022