
Overview

This standard is about your ability to develop working relationships with relevant agencies and stakeholders. Working relationships you develop will support and improve the provision of services towards supporting victims and survivors of domestic and sexual violence and abuse within the community.

This standard is for practitioners who support those experiencing domestic abuse, which may include instances of sexual violence and abuse in a domestic violence context.

It is recognised that abuse can occur without physical violence, yet can be equally damaging to those affected. Throughout this standard, where the term 'abuse' is used it is taken to include instances also involving physical violence.

Domestic abuse is frequently perceived as a gendered crime perpetrated by men against women; however this standard is intended for practitioners who support those experiencing domestic violence within any intimate or family relationship, regardless of their social background, age, gender, religion, sexuality or ethnicity.

For the purposes of this standard, 'community' may refer to areas of practice, constituencies, geographical areas, service users or different groups of victims and survivors.

In some organisations, the terms 'victim' and 'survivor' may be used individually or interchangeably.

**Performance
criteria**

- You must be able to:
- P1 identify relevant others your organisation can work with to address domestic violence and abuse, including:
 - P1.1 key agencies
 - P1.2 partners
 - P1.3 stakeholders
 - P1.4 representatives of communities
 - P1.5 individuals
 - P2 determine whether your organisation's existing contact with relevant agencies is fit for purpose based on:
 - P2.1 aims, objectives and purpose of relevant agencies
 - P2.2 support and provision for victims and survivors by other agencies
 - P2.3 objectives, purpose and impact of existing contact with other agencies
 - P2.4 levels of cooperation
 - P2.5 appropriate engagement, capability, knowledge, experience and skills of those with whom your organisation is networking
 - P3 identify if existing contacts can be enhanced to support your organisation's services in line with organisational requirements
 - P4 agree with colleagues how to enhance working relationships with relevant agencies and communities, including:
 - P4.1 actions to enhance working relationships
 - P4.2 timescales and responsibilities for undertaking actions
 - P4.3 methods for monitoring actions
 - P4.4 key performance measures for evaluating agreed actions
 - P5 work with relevant agencies to agree common aims and approaches including:
 - P5.1 prepare documented agreements regarding roles and responsibilities
 - P6 make information available to those who need it within relevant agencies in line with organisational policies and procedures
 - P7 support colleagues and others to engage with relevant agencies to improve addressing domestic violence and abuse in line with your role and responsibilities
 - P8 maintain confidentiality according to legal and organisational requirements

Knowledge and understanding

Legislative, regulatory and organisational requirements

You need to know and understand:

- K1 legal and organisational requirements relevant to addressing domestic violence and abuse, including working with victims and survivors
- K2 how legal and organisational requirements impact on developing networks and procedures in your area of operations
- K3 relevant legislation applicable to your area of work
- K4 relevant others you may need to work with including:
 - K4.1 agencies and organisation
 - K4.2 colleague
 - K4.3 community representatives
 - K4.4 service users
 - K4.5 stakeholders
 - K4.6 victims and survivors
- K5 your organisation's role, remit, objectives and services for addressing domestic violence and abuse
- K6 the limits of your authority and responsibility, and the actions to take if these are exceeded
- K7 multi-agency partnership agreements

Key, general requirements for addressing domestic violence and abuse

You need to know and understand:

- K8 what constitutes domestic violence and abuse, and its prevalence in your local community
- K9 signs of abuse and the methods used by abusers to gain power and control
- K10 the impact of abuse upon all of those affected by it, including victims, survivors and children
- K11 types of information and support sought by those affected by domestic and sexual violence and abuse
- K12 sources of information and support available to those affected by domestic and sexual violence and abuse
- K13 multi-agency arrangements towards addressing domestic and sexual violence and abuse and supporting victims and survivors

Requirements particular to working in partnership with agencies

You need to know
and understand:

- K14 national and local initiatives and their impact on developing services to address domestic violence and abuse
- K15 the importance of multi-agency work especially when:
 - K15.1 managing risks posed to victims and survivors and their children and dependants
 - K15.2 seeking accountability of perpetrators
- K16 the importance of providing support and services to victims and survivors, including those 'hard to reach' groups
- K17 methods for reaching victims, survivors and hard to reach groups
- K18 agencies and community representatives who can provide information and take action towards improving the addressing of domestic and sexual violence and abuse, including:
 - K18.1 the support available to victims and survivors
 - K18.2 the structures of agencies
 - K18.3 who to contact when considering strategic and operational issues
- K19 the aims, roles and objectives of principal agencies in your community relevant to improving the addressing of domestic violence and abuse
- K20 the importance of taking into account the views and priorities of agencies and community representatives when addressing domestic violence and abuse and supporting victims and survivors
- K21 common reasons for conflicts and misunderstandings between different agencies including differing priorities
- K22 how to challenge agencies which do not cooperate with your organisation
- K23 the importance of identifying key stakeholders in different agencies
- K24 the nature and scope of the provision of services towards addressing domestic and sexual violence abuse within your community
- K25 what information is appropriate to provide to different agencies and communities

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