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## Overview

This standard is about your ability to monitor and evaluate the quality of work activities, initiatives and programmes which seek to address domestic violence and abuse, which can include the support provided to victims and survivors.

As part of this standard you will be expected to involve victims and survivors in the monitoring and evaluation process, together with any further colleagues and agencies involved in the work being monitored.

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.

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

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**Performance  
criteria**

- You must be able to:
- P1 identify agreed objectives for your organisation's activities which address domestic violence and abuse
  - P2 decide on criteria to evaluate outcomes and outputs of activities provided for victims and survivors by your organisation
  - P3 identify methods for monitoring progress against objectives and activities which address domestic and sexual abuse
  - P4 monitor activities and support provided for victims and survivors by your organisation in line with agreed methods and criteria
  - P5 identify issues affecting progress of activities and support for victims and survivors in line with agreed monitoring methods and evaluation criteria
  - P6 take steps to address identified issues which are affecting progress of activities
  - P7 explore the perceptions of victims and survivors about the quality of support provided by your organisation
  - P8 undertake exploration with victims and survivors in line with confidentiality requirements and with sensitivity to the needs of those providing information
  - P9 support others involved in delivering activities and programmes to provide feedback on progress against the agreed objectives
  - P10 communicate with others in ways which:
    - P10.1 are positive and constructive
    - P10.2 recognises the expertise and input of others
    - P10.3 acknowledges their role as partners in the process
    - P10.4 promote understanding by others
  - P11 review with relevant others the outcomes achieved from activities with victims and survivors in line with agreed objectives, monitoring methods and evaluation criteria
  - P12 explore outcomes achieved with victims and survivors against agreed objectives and evaluation criteria including:
    - P12.1 identified successes
    - P12.2 lessons learnt
  - P13 identify future actions and approaches which can address issues which affected the success of activities

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- P14 provide information about effective activities to relevant others, including:
    - P14.1 setting out the nature and purpose of the activities
    - P14.2 why and how activities achieved their objectives
  - P15 use information about effective activities to agree with others how future activities might be enhanced
  - P16 maintain accurate and up to date records in line with organisational policies and procedures
  - P17 make information available to relevant others in line with organisational requirements
  - P18 maintain confidentiality in line with legislative 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, and their impact for your area of operations
- K2 relevant legislation applicable to your area of work
- K3 relevant others you may need to work with including:
  - K3.1 agencies and organisation
  - K3.2 colleague
  - K3.3 community representatives
  - K3.4 service users
  - K3.5 stakeholders
  - K3.6 victims and survivors
- K4 your organisation's role, remit, objectives and services for addressing domestic violence and abuse
- K5 how the services of other agencies and organisations relate to those provided by your own organisation
- K6 the limits of your authority and responsibility and the actions to take if these are exceeded

### Key, general requirements for addressing domestic violence and abuse

#### You need to know and understand:

- K7 what constitutes domestic violence and abuse, and its prevalence in your local community
- K8 signs of abuse and the methods used by abusers to gain power and control
- K9 the impact of abuse upon all of those affected by it, including victims, survivors, children and dependants
- K10 types of information and support sought by those affected by domestic and sexual violence and abuse
- K11 sources of information and support available to those affected by domestic and sexual violence and abuse

### Requirements particular to monitoring and evaluating

You need to know  
and understand:

- K12 relevant national and local initiatives and their impact on monitoring services to address domestic violence and abuse in your community
- K13 the importance of monitoring and evaluating the impact of activities aimed at addressing domestic violence and abuse
- K14 methods for monitoring and evaluating relevant activities, including key factors to consider
- K15 the importance of involving victims, survivors, colleagues and other agencies involved in activities
- K16 methods for achieving involvement of others in monitoring and evaluation, including those within the 'hard to reach' groups
- K17 how to set objectives and criteria to evaluate the success of activities aimed at addressing domestic violence and abuse
- K18 sources of relevant information appropriate to monitoring activities aimed at addressing domestic violence and abuse and how to access these
- K19 methods of verifying and corroborating information required
- K20 how to distinguish between directly observed evidence, evidence from reliable sources and hearsay
- K21 your organisation's objectives for:
  - K21.1 addressing domestic violence and abuse
  - K21.2 activities and programmes
- K22 the importance of promoting the success of activities aimed at addressing domestic violence and abuse
- K23 how to promote the success of activities, programmes and effective practice for addressing domestic violence and abuse
- K24 the importance of sharing effective practice with others and methods to achieve this

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## Evaluate the quality of activities addressing domestic violence and abuse



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<b>Suite</b>	Preventing and addressing domestic violence and abuse
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