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## Overview

This standard is about you undertaking research into the effectiveness of the services provided by your organisation towards addressing domestic violence and abuse. It includes agreeing objectives for the research, identifying appropriate methods, and analysing the outcomes. As part of this standard you may be required to research the effectiveness of services provided by other organisations where appropriate.

The research you undertake will include seeking the views of victims and survivors of domestic violence and abuse, which will need to be undertaken with sensitivity to the needs of victims and survivors as well as meeting your organisation's and regulatory requirements.

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 explore the need, purpose and requirements for research activities with relevant others
  - P2 confirm with relevant others the agreed purpose of research activities
  - P3 identify and gather required information which informs proposed research activities
  - P4 identify requirements for proposed research including:
    - P4.1 timescale
    - P4.2 resources
    - P4.3 budget
  - P5 implement processes for obtaining information and feedback from relevant others which meets agreed research needs
  - P6 communicate with others in ways which:
    - P6.1 check for mutual understanding
    - P6.2 clarify questions raised
    - P6.3 are appropriate for respondents involved
    - P6.4 meet the needs of the research situation
    - P6.5 use active listening techniques
  - P7 monitor research activities and progress against agreed plans, budgets and associated objectives
  - P8 identify variances to agreed research plans and budget and take steps to address these in line with your role and responsibilities
  - P9 collate and assess feedback from others as required to inform research activities and requirements
  - P10 identify trends and patterns which can inform the provision of future services in line with research methods
  - P11 articulate any assumptions made and risks involved when analysing data in line with organisational requirements
  - P12 identify actions to respond to feedback from others which enhances your organisation's ability to meet stakeholder requirements
  - P13 present ideas and information in ways that promote understanding by others
  - P14 maintain accurate records of analysis in line with organisational requirements

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- P15 inform relevant others of analysis results using formats which meet their needs and are suitable for the information being given
  - P16 take steps to ensure others involved comply with relevant requirements during research activities, including:
    - P16.1 legal requirements
    - P16.2 industry regulations
    - P16.3 organisational policies
    - P16.4 professional codes

## Knowledge and understanding

### Legislative, regulatory and organisational requirements

#### You need to know and understand:

- K1 legal and organisational requirements relating to research into the provision of information amongst stakeholders, including victims and survivors of 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

### Requirements relating to researching the effectiveness of services

#### You need to know and understand:

- K8 the importance of complying with relevant legal and ethical requirements relating to researching amongst stakeholders, including victims and survivors
- K9 types and sources of information which can facilitate effective decision making and action planning in providing services for victims and survivors of domestic violence and abuse
- K10 how to obtain information which contributes to decision-making and action

- planning for services for victims and survivors of domestic violence and abuse
- K11 methods of obtaining feedback from victims, survivors and other relevant stakeholders, including hard to reach groups
- K12 strengths and limitations of different methods to obtain feedback
- K13 research methods and techniques
- K14 how to identify trends and patterns
- K15 the importance of ensuring that those involved in the research understand their roles and responsibilities and methods to achieve this
- K16 how to select communication techniques which are appropriate for different respondents
- K17 how to select communication techniques which meet the requirements of the research project
- K18 the importance of ensuring objectivity when evaluating feedback
- K19 factors to consider when assessing the validity of feedback
- K20 how to analyse the interests of those providing feedback including the implications for feedback provided
- K21 appropriate styles and forms of communication, including non verbal communication and body language
- K22 how different cultures use and interpret body language in different ways
- K23 barriers to communication including:
  - K23.1 their causes
  - K23.2 feelings and reactions victims may have
  - K23.3 ways to overcome them
- K24 the importance of being aware of your own values and beliefs
- K25 the impact your own values and beliefs may have when working with victims

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