

Overview

This standard is about developing plans designed to manage the risk of harm to victims and survivors of domestic violence and abuse. It includes reviewing the risk factors and protective factors, identified separately through an assessment process, and using these in discussing and agreeing appropriate plans with the victims and survivors.

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.

There are three elements

- 1 Establish the aspects to be addressed by the plan
- 2 Prepare and agree plans for managing the risk to victims and survivors
- 3 Work with other organisations, agreeing their roles

Performance criteria

Establish the aspects to be addressed by the plan

- You must be able to:
- P1 identify and review assessments of victims and survivors undertaken in order to identify:
 - P1.1 risk factors
 - P1.2 needs of victims and survivors
 - P1.3 any dependants of victims and survivors
 - P1.4 the impact of dependants on victims and survivors needs
 - P2 determine whether victims and survivors have been involved with previous interventions using available information
 - P3 identify the impact and outcomes of previous interventions for victims and survivors in order to inform your planning
 - P4 confirm the needs and risks to be addressed in plans for victims and survivors including:
 - P4.1 protective factors to be developed
 - P4.2 improvements for the safety, health and wellbeing of victims and survivors
 - P5 identify whether victims and survivors have specialist needs based on available information, including any need for:
 - P5.1 specialist assessment
 - P5.2 access to particular services including medical treatment
 - P6 arrange access to specialist services which meet victims and survivors needs in line with organisational processes
 - P7 determine support options available which manage the risk of harm to victims and survivors including options for:
 - P7.1 legal support
 - P7.2 accommodation
 - P7.3 financial support
 - P8 discuss and agree with victims and survivors the aspects of support to be addressed in their plan which can manage their risk of harm
 - P9 seek advice and support when the needs of victims and survivors are beyond your area of expertise or responsibility
 - P10 maintain accurate and up to date records in line with organisational policies

and procedures

Prepare and agree plans for managing the risks to victims and survivors

- You must be able to:**
- P11 identify actions for victims and survivors which will address their:
 - P11.1 needs
 - P11.2 risks
 - P11.3 protective factors
 - P11.4 safety, health and wellbeing
 - P12 explore options and agree an action plan with victims, survivors and other relevant parties
 - P13 support victims and survivors to sustain links with friends and family members which are safe and do not increase their risk of harm
 - P14 support individuals to access identified health care services which meet their needs
 - P15 ensure that victims and survivors have access to suitable and safe accommodation when you determine this is required
 - P16 share information and advice with victims and survivors about the support and associated services available to them
 - P17 work with relevant others to agree plans for victims and survivors which manage their risk of harm, including:
 - P17.1 engaging with other parties
 - P18 agree with others their responsibilities within plans for victims and survivors in line with your own role and responsibilities
 - P19 monitor progress of plans for victims and survivors in line with your own role and responsibilities
 - P20 provide ongoing support to victims and survivors in line with agreed plans
 - P21 keep records of plans and make these available to others in line with organisational policies and procedures, including confidentiality and data protection policies

Work with other organisations, agreeing their roles

- You must be able to:**
- P22 identify other organisations which can meet the requirements of plans for

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- victims and survivors
- P23 engage with other organisations as required in line with partnership working arrangements
 - P24 provide information to other organisations within organisation timescales and in line with relevant confidentiality and data protection policies
 - P25 ensure that information about interventions and any treatment is shared with relevant others and with victims and survivors informed consent
 - P26 communicate with other organisations in ways which:
 - P26.1 promotes professionalism
 - P26.2 acknowledges their role as partners
 - P27 agree with relevant others appropriate review points to monitor progress in action plans for victims and survivors
 - P28 agree with relevant others responsibilities for undertaking reviews in line with your role and responsibilities
 - P29 maintain accurate and up to date records in line with organisational policies and procedures

Knowledge and understanding

Legislative, regulatory and organisational requirements

You need to know and understand:

- K1 legal and organisational requirements for developing plans which enhance the safety, health and wellbeing of 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 partner organisations
 - K3.2 colleagues
 - K3.3 community representatives
 - K3.4 service users
 - K3.5 stakeholders
 - K3.6 victims and survivors
- K4 your organisation's role, remit and services for addressing domestic violence and abuse, including the provision of support to victims and survivors
- K5 the limits of your authority and responsibility and the actions to take if these are exceeded
- K6 case registration and management procedures used within your organisation and your responsibilities within these

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 how children may be used by abusers as part of their abuse
- 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 the reasons why some victims feel loyalty to their abusers

- K14 the role of the external support agencies towards providing support and interventions for victims and survivors
- K15 multi-agency and partnership arrangements for providing support and interventions for victims and survivors
- K16 how cultural, societal and gender related aspects impact upon domestic violence and abuse

Requirements particular to developing plans

You need to know and understand:

- K17 information required when making an assessment of victims and survivors appropriate to developing plans towards managing the risks to them from their abusers
- K18 content and factors to be considered in developing and agreeing plans
- K19 sources of relevant information regarding victims and survivors and how to access these
- K20 factors impacting upon the vulnerability of victims and survivors of domestic violence and abuse
- K21 types of vulnerability, or levels of harm, used when assessing risk, and their indicators
- K22 circumstances where victims and survivors are considered to be at a very high risk, requiring particular support, and how to progress such an intervention
- K23 required safeguarding protocols and procedures including multi-agency and partnership processes

Requirements relating to communicating with victims and survivors

You need to know and understand:

- K24 the importance of and methods for building trust and empathy with victims and survivors
- K25 appropriate styles and forms of communication including non-verbal communication and body language
- K26 how different cultures use and interpret body language in different ways
- K27 barriers to communication including:
 - K27.1 their causes
 - K27.2 feelings and reactions victims and survivors may have

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- K27.3 ways to overcome them
 - K28 the importance of being aware of your own values and beliefs
 - K29 the impact your own values and beliefs may have when working with victims and survivors
 - K30 how to challenge discriminatory or potentially damaging attitudes and behaviour and the importance of doing so
 - K31 circumstances where it is necessary to go against victims and survivors expressed wishes
 - K32 the importance of ensuring that victims and survivors understand why their expressed wishes are not being met and why
 - K33 limits of confidentiality applying to your job role

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