

## Overview

This standard is about contributing to the development of plans designed to manage the risk of harm to victims and survivors of domestic violence and abuse. It involves gathering and assessing relevant information, including that from any risk assessments undertaken separately and making recommendations towards appropriate actions.

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 two elements

- 1 Assess the relevant information available
- 2 Make recommendations in the development of agreed plans

**Performance  
criteria**

**Assess the relevant information available**

- You must be able to:
- P1 explain to victims and survivors;
    - P1.1 your role and responsibilities
    - P1.2 the purpose of information being gathered
    - P1.3 policies and procedures for confidentiality including informed consent
  - P2 identify relevant information which inform victims and survivors plans including:
    - P2.1 the outcomes of need and risk assessments
    - P2.2 participation in any previous interventions
    - P2.3 where relevant, the abuser's reaction to previous interventions
  - P3 explore with victims and survivors:
    - P3.1 their perceptions and issues caused by abuse
    - P3.2 the support they would welcome
  - P4 decide if there is sufficient information available with which to develop and inform victims and survivors plans
  - P5 gather further information which contributes to victims and survivors plans, including taking correct actions for non-disclosure where relevant
  - P6 assess the needs and risks of victims and survivors in line with risk assessment processes and procedures
  - P7 identify protective factors which can meet the needs and risks of victims and survivors and which promote a sustainable and safe environment for victims and survivors
  - P8 identify any aspects of support that require further assessment or investigation and refer these to the relevant person
  - P9 seek advice and support where the needs of the individual are beyond your area of expertise or responsibility
  - P10 maintain accurate and up to date records in line with organisational procedures

**Make recommendations in the development of agreed plans**

- You must be able to:
- P11 identify actions which address risk factors and enhance protective factors for victims and survivors, including:
    - P11.1 their safety, health and wellbeing

- P11.2 any children or dependants affected
- P12 work with others to identify options which meet victims and survivors requirements in line with partnership agreements, including for:
  - P12.1 accommodation
  - P12.2 legal support
  - P12.3 financial support
  - P12.4 health and well being
  - P12.5 confidence
  - P12.6 relationships with friends and family
- P13 explore and agree with victims, survivors and relevant others the available and preferred options for accessing support and services
- P14 identify options for victims and survivors based on an evaluation of the available information including information about:
  - P14.1 level of need and risk
  - P14.2 available resources
  - P14.3 the nature of the victim and survivor's abuse
  - P14.4 their perception of their own risk and circumstances
  - P14.5 the support which they require
- P15 provide evidence and rationale for the need and access to additional resources which can support victims and survivors
- P16 keep records of plans and make these available to others in line with organisational policies and procedures, including confidentiality and privacy

## Knowledge and understanding

### Legislative, regulatory and organisational requirements

#### You need to know and understand:

- K1 legal and organisational requirements which relate to developing plans towards enhancing 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 your organisation's policies and procedures and your responsibilities for;
  - K5.1 case registration
  - K5.2 case management
- 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 how children and dependants 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 how cultural, societal and gender related aspects impact upon domestic violence and abuse
- K14 the role of principle external support agencies towards providing support and interventions for victims and survivors in your area
- K15 multi-agency arrangements for providing support and interventions for victims and survivors in your area

### Requirements particular to developing plans

You need to know  
and understand:

- K16 the information required when making an assessment of victims and survivors appropriate to developing plans which manage the risks to them from their abusers
- K17 the content and factors to be considered in developing and agreeing plans
- K18 sources of relevant information regarding victims and survivors and how to access these
- K19 factors impacting upon the vulnerability of victims and survivors of domestic and sexual abuse
- K20 types of vulnerability, or levels of harm, used when assessing risk, and their indicators
- K21 circumstances where victims and survivors are considered to be at a very high risk, requiring particular support, and how to progress such an intervention

### Requirements relating to communicating with victims and survivors

You need to know  
and understand:

- K22 the importance of and methods for building trust and empathy with victims and survivors
- K23 appropriate styles and forms of communication
- K24 the importance of non-verbal communication including body language
- K25 how different cultures use and interpret body language in different ways
- K26 barriers to communication including;
  - K26.1 their causes
  - K26.2 feelings and reactions victims and survivors may have
  - K26.3 ways to overcome them
- K27 the importance of being aware of your own values and beliefs

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

<b>Developed by</b>	Skills for Justice
<b>Version number</b>	2
<b>Date approved</b>	December 2013
<b>Indicative review date</b>	December 2018
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	Skills for Justice
<b>Original URN</b>	SFJ BI302
<b>Relevant occupations</b>	Independent Domestic Violence Advisor (IDVA); Crisis Worker; Refuge Worker
<b>Suite</b>	Preventing and addressing domestic violence and abuse
<b>Key words</b>	sexual; development; communicate; needs; options; services; assessment; support ;