

Overview

This standard is about providing planned support to the victims and survivors of domestic violence and abuse.

Interventions you provide will have been developed to address the particular needs of victims and survivors. Support and interventions includes addressing the needs of victims and survivors, such as accommodation, health, families, finance, benefits and debt. The support and interventions provided will manage risk and address the protective factors for victims and survivors which have been identified by an appropriate assessment process.

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.

There are two elements

- 1 Prepare to deliver interventions supporting victims and survivors
- 2 Implement interventions

**Performance
criteria**

Prepare to deliver interventions supporting victims and survivors

- You must be able to:
- P1 obtain relevant information about victims and survivors, including:
 - P1.1 assessments
 - P1.2 any children and dependants
 - P1.3 identified needs
 - P1.4 any associated support plans
 - P2 obtain information about support identified for victims and survivors, including:
 - P2.1 the support to be provided
 - P2.2 the nature of the intervention
 - P2.3 goals of the intervention
 - P2.4 how support reflects the needs of victims and survivors
 - P2.5 how support focuses on their identified risk factors
 - P3 confirm the roles and responsibilities of others involved in delivering interventions in line with your own role and responsibilities
 - P4 ensure others involved in delivering interventions understand the nature, format and goals of the support being provided
 - P5 agree actions and timescales with others responsible for delivering interventions
 - P6 provide information to victims, survivors, and others involved in delivering interventions in line with organisational requirements
 - P7 communicate with victims and survivors in a manner and at a pace which meets their needs, and:
 - P7.1 encourages questions
 - P7.2 confirms their understanding
 - P7.3 promotes victims and survivors' informed decision making
 - P8 refer questions and concerns to others when these are outside your area of responsibility, including:
 - P8.1 concerns regarding victims and survivors
 - P8.2 whether interventions are suited to their needs
 - P9 identify criteria and methods for evaluating the effectiveness of support and interventions provided to victims and survivors in line with available guidance

Implement interventions

- You must be able to:
- P10 ensure that interventions are implemented in line with agreed intervention formats and schedules
 - P11 respond to victims and survivors' right to change their mind about interventions which increase their safety
 - P12 consider alternative approaches of support needed which increases victims and survivors' safety
 - P13 monitor and assess victims and survivors' behaviour and progress, and their children and dependants where relevant, in line with agreed support and intervention plans
 - P14 provide support to victims and survivors which encourages progress against intervention plans
 - P15 monitor, assess and report upon interventions which address the needs of victims and survivors in line with organisational requirements, including:
 - P15.1 suitability of the intervention
 - P15.2 concerns
 - P15.3 recommendations for action
 - P16 address problems identified and changes in circumstances which affect the safety, health and wellbeing of victims and survivors
 - P17 invite and respond to feedback from victims, survivors and others about interventions, including:
 - P17.1 progress made
 - P17.2 improving progress
 - P17.3 ability to, and likelihood of, achieving intervention goals
 - P18 provide support to victims and survivors, which enables them to:
 - P18.1 evaluate and recognise their progress and achievements
 - P18.2 address any setbacks
 - P19 provide information and advice to victims and survivor which aims to increase their safety and wellbeing, including emergency contact details
 - P20 act within the limits of your responsibility when delivering interventions for victims and survivors
 - P21 maintain accurate and up to date records in line with organisational policies and procedures

P22 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 which relate to interventions which enhance the safety, health and wellbeing of victims and survivors 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 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 within these for:
 - K5.1 case registration
 - K5.2 case management
- K6 the limits of your authority and responsibility and 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 methods used by abusers to gain power and control
- K9 the impact upon all those affected by domestic violence and abuse, including victims, survivors, children and dependants
- K10 how children and dependants may be used by abusers as part of their abuse
- K11 the 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 role of external support agencies in providing support and interventions for victims and survivors in your area
- K14 multi-agency arrangements for providing support and interventions for victims and survivors in your area
- K15 how cultural, societal and gender related aspects impact upon domestic violence and abuse

Requirements particular to delivering interventions

You need to know
and understand:

- K16 information required to develop plans for victims and survivors
- K17 content and factors to consider in developing and agreeing plans
- K18 sources of information regarding victims and survivors and how to access these
- K19 the factors affecting the vulnerability and risk to victims and survivors of domestic violence and abuse
- K20 the types, levels and indicators of harm and vulnerability that can be used when assessing risk
- K21 reasons why victims and survivors may feel loyal to their abusers
- K22 circumstances where victims and survivors are considered to be at a very high risk and require particular support
- K23 how to progress interventions for victims and survivors at very high risk and the importance of doing so

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 body language
- K26 how different cultures use and interpret body language in different ways
- K27 the importance of non-verbal communication
- K28 barriers to communication including:
 - K28.1 their causes
 - K28.2 feelings and reactions victims and survivors may have

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- K28.3 ways to overcome them
 - K29 the importance of being aware of your values and beliefs
 - K30 the impact your values and beliefs may have when working with victims
 - K31 how to challenge discriminatory or potentially damaging attitudes and behaviour and the importance of doing so
 - K32 circumstances where it is necessary to go against victims and survivors' expressed wishes
 - K33 the importance of ensuring that victims and survivors understand why their expressed wishes may not be met
 - K34 the limits of confidentiality applying to your role

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