
Overview

This standard is about supporting victims, survivors and their children and dependants while in safe accommodation. It includes your provision of support to victims and survivors and your contribution to the security of the accommodation.

This standard is for those who work within safe accommodation and 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 Maintain services and support to victims and survivors
- 2 Maintain safety and security within the accommodation

**Performance
criteria**
Maintain services and support to victims and survivors

- You must be able to:**
- P1 Identify relevant information to inform your understanding of circumstances of victims and survivors in safe accommodation-including:
 - P1.1 personal details
 - P1.2 nature of the abuse suffered
 - P1.3 risks to safety, health and wellbeing
 - P2 explain to victims your role and responsibilities, including:
 - P2.1 the role of your organisation
 - P2.2 available services and support
 - P3 explore with victims their needs and agree support to be provided
 - P4 agree with victims and survivors the terms, conditions, rent and services for their stay in safe accommodation
 - P5 provide victims and survivors with support to access funding for accommodation in line with organisational policies and procedures
 - P6 communicate with victims and survivors in a way and at a pace which meets their needs, and:
 - P6.1 encourages questions
 - P6.2 confirms their understanding
 - promotes victims and survivors' informed decision making
 - P6.3
 - P7 identify specialist services and support required for victims and survivors which meets their needs
 - P8 arrange specialist services and support for victims and survivors which meet their needs
 - P9 agree plans with victims and survivors which monitor and evaluate their ongoing requirement for safe accommodation
 - P10 agree exit strategies with victims and survivors in safe accommodation, which takes into account:
 - P10.1 their needs
 - P10.2 identified risks
 - P11 maintain services and facilities provided within accommodation in line with your role and your organisation's remit for services

- P12 maintain accurate and up to date records in line with organisational policies and procedures

Maintain safety and security within the accommodation

- You must be able to:
- P13 confirm with victims their requirements for personal safety and security within accommodation, including:
 - P13.1 reasons for requirements
 - P13.2 consequences of requirements not being fulfilled
 - P14 identify breaches of personal safety requirements in line with organisational policies and procedures, including breaches of agreed terms and conditions
 - P15 address breaches of personal safety requirements in line with organisational policies and procedures
 - P16 agree with victims and survivors safety plans which address risks to them and their dependents while in safe accommodation
 - P17 identify high risk victims in relation to their safety and wellbeing in line with organisational requirements
 - P18 manage the safety and welfare of high risk victims in line with your role and responsibilities
 - P19 address instances of harassment affecting victims and survivors within accommodation in line with organisational requirements
 - P20 maintain procedures and equipment which ensure safety and security of accommodation and occupants

Knowledge and understanding

Legislative, regulatory and organisational requirements

You need to know and understand:

- K1 legal and organisational requirements for the provision of safe accommodation for victims and survivors of domestic and sexual 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 organisations
 - K3.2 colleagues
 - K3.3 community representatives
 - K3.4 service users
 - K3.5 stakeholders
 - K3.6 victims and survivors
- K4 your organisation's policies and procedures for:
 - K4.1 registration of cases
 - K4.2 case management
 - K4.3 ensuring confidentiality of information
 - K4.4 disclosure of information to third parties,
 - K4.5 circumstances under which disclosure may be made
- K5 your organisation's remit and services for addressing domestic violence and abuse, including the provision of accommodation and support to victims and survivors
- K6 the limits of your authority and responsibility and actions to take if 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 those affected, 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 safe, emergency accommodation and support for victims and survivors in your area
- K14 multi-agency arrangements for safe, emergency accommodation and support for victims and survivors in your area

Requirements particular to supporting victims and survivors within safe accommodation

You need to know
and understand:

- K15 types and providers of safe accommodation
- K16 the types of support offered to victims and survivors and how to access these
- K17 the benefits and drawbacks of different types of accommodation for victims and survivors with different needs and issues
- K18 factors to take into account when agreeing safety plans for victims and survivors, including any children, dependants and young people, when staying in safe accommodation
- K19 your organisation's terms and conditions for those staying in safe accommodation
- K20 the importance of agreeing with victims and survivors the terms and conditions for those staying in safe accommodation
- K21 actions to take when victims and survivors breach agreed terms and conditions
- K22 benefits available to certain groups of individuals including funding initiatives and accommodation support, and how to access these
- K23 practical and emotional skills that victims and survivors need to be able to live independently
- K24 factors impacting upon the vulnerability of victims and survivors of domestic violence and abuse
- K25 reasons why some victims and survivors may feel loyalty to their abusers
- K26 safety and security requirements for the safe accommodation within which you work, including:
 - K26.1 reasons for these
 - K26.2 the importance of ensuring that victims and survivors understand

requirements

- K26.3 actions appropriate if requirements are breached
- K27 emergency procedures if victims, survivors or co-workers are threatened with harm within accommodation
- K28 your organisation's maintenance and repair procedures relating to the facilities within the accommodation
- K29 arrangements required by victims considered to be at very high risk
- K30 the importance of progressing arrangements for very high risk victims and how to do so
- K31 sources of information relating to victims and survivors and how to access these

Requirements relating to communicating with victims and survivors

You need to know and understand:

- K32 the importance of, and methods for, building trust and empathy with victims and survivors
- K33 appropriate styles and forms of communication including body language
- K34 how different cultures use and interpret body language in different ways
- K35 barriers to communication including:
 - K35.1 causes
 - K35.2 feelings and reactions victims and survivors may have
 - K35.3 ways to overcome them
- K36 the importance of being aware of your values and beliefs
- K37 the impact your values and beliefs may have when working with victims and survivors
- K38 how to challenge discriminatory or potentially damaging attitudes and behaviour and the importance of doing so

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