National Service Standards
for
Domestic and Sexual Violence

Core Standards

July 2007

2nd Draft

Background

At last years conference Women's Aid circulated the first draft of the National Service Standards for Domestic and Sexual Violence Services (NSSDSV). These standards will ensure that individuals within the field are competent within their role, and will provide a benchmark for domestic violence services across the UK. After receiving lots of positive and constructive feedback, a revised draft has been written.

Progress

- The standards were widened to include **core standards** for anyone providing services to victims/survivors of domestic and sexual violence and **service specific standards** for different types of service provision
- The standards have been **streamlined** so they are shorter, more concise and easier to follow.
- We have began to identify the various **evidence** that will support the standards.

The Sexual Violence Unit in the Home Office (HO) has now been merged with the Domestic Violence Unit, under the leadership of the Domestic Violence Unit Lead Officer, John Dunworth. The HO recently held a consultation meeting with representatives of domestic and sexual violence agencies to address the need for a workforce strategy and to discuss Occupational Standards, National Service Standards for Domestic & Sexual Violence (NSSDSV), and accredited training. Further work is now being developed jointly with sexual violence agencies to ensure the NSSDSV reflect the needs of all victims and work of all sexual and domestic violence services.

Next Steps

- Women's Aid will seek feedback through its website and at conference on the 2nd draft of core standards
- Women's Aid will seek feedback from all stakeholders on the 2nd draft of the service specific standards
- More detailed consultation will be carried out with a range of agencies as well as Women's Aid member services.
- Focussed work with sexual violence agencies, CAADA and Respect will take place between July and October 2007 to ensure an integrated set of standards with core principles that reflects the needs and work of the whole sector
- The next phase of work on the NSSDSV will include development of accreditation and commissioning frameworks and processes.
- It is anticipated that there will be an opportunity to carry out local pilots in the Autumn.

We still need your input! Please join in with the feedback process and let us know what you think of this 2nd draft

2nd Draft

CORE STANDARDS UNDERPINNING ALL SERVICES

1. **Understanding domestic and sexual violence and its impact**
   Services demonstrate an appropriate and informed approach to service delivery, which recognises the dynamics and effects of domestic and sexual violence

2. **Safety**
   Services ensure that all intervention prioritises the safety of survivors and of staff

3. **Diversity and equal access to services**
   Services respect the diversity of survivors and positively engages in anti-discriminatory practice, and survivors should be supported and assisted to access services on an equitable basis

4. **Advocacy**
   Services provide both institutional and individual advocacy to support and promote the needs and rights of survivors

5. **Empowerment and a survivor centred approach**
   Services ensure survivors identify and express their needs and make decisions in a supportive and non-judgemental environment, that survivors are treated with dignity, respect and sensitivity; and promote service-user involvement in the development and delivery of the service

6. **Confidentiality**
   Services respect and observe survivors' right to confidentiality and survivors are informed of situations where that confidentiality may be limited

7. **A co-ordinated community response**
   Services operate within a context of inter-agency co-operation, collaboration and co-ordinated service deliver, to ensure a culture of intolerance about domestic and sexual violence is developed in communities and by individuals

8. **Responsibility for the violence and holding perpetrators accountable**
   Services operate within a culture based on the belief that perpetrators have sole responsibility for their violence

9. **Accountability**
   Services provide effective management of services so that survivors receive a quality service from appropriately skilled staff

2nd Draft

CORE STANDARDS UNDERPINNING ALL SERVICES

1.   **Understanding domestic and sexual violence and its impact**

Outcome: Services demonstrate an approach that recognises and understands the dynamics and effects of domestic violence.

Standard	Evidence should be found in some or all of the following agency documents, policies & procedures	Evidence should be found in the following practice
Standard 1.1 (To be reviewed in consultation with the sexual violence sector) *Services work to and promote a definition of domestic and sexual violence that acknowledges that domestic and sexual violence, by a known person, is a pattern of coercive and controlling behaviour. Services recognise that the cause of domestic and sexual violence is rooted in the issues of power and control and the perpetrator's sense of entitlement; that where domestic and sexual violence is perpetrated by men against women this is a consequence of, and reflects and reinforces, the historical unequal power relations between men and women in society.*	Agency definition of domestic & sexual violence Business Plan – Mission Statement Agency promotional material Referral, Initial Assessment and Application Support Planning Partnership Working Informing Service Users Service Users Charter Induction, Training and Development	Staff can describe the key principles of the agencies definition. Survivors are aware that the service operates within this definition. Case notes and/or associated documents show that this definition affects the approach to work with survivors.
Standard 1.2 **Services recognise that women survivors, because of their gender, are likely to be impacted by a range of forms of violence against women - FGM; forced marriage and so-called honour-based violence; rape and sexual assault; sexual abuse and sexual exploitation, sexual harassment, trafficking and exploitation through prostitution and the pornography industry.**	Agency definition of domestic & sexual violence Business Plan – Mission Statement Agency promotional literature Support Planning Referral, Initial Assessment and Application Partnership Working Protection from Abuse Equal Opportunities and Anti-discriminatory practice Informing Service Users Induction, Training and Development	Services are gender sensitive. Staff can describe the range of forms of violence against women. Case notes and/or associated documents show that support and information is offered in relation to the range of abuse they and their children may have experienced. Staff development plans address the need to expand knowledge of the range of forms of violence against women.
Standard 1.3 **Services recognise and promote information about the links between domestic and sexual violence, violence against women and the abuse and neglect of children; that witnessing domestic**	Agency definition of domestic & sexual violence Agency definition of domestic & sexual violence Business Plan – Mission Statement Agency promotional literature	Services are gender sensitive. Staff can describe the links between domestic and sexual violence, violence against women and the abuse and neglect of children. Case notes and/or associated documents

Standard	Evidence should be found in some or all of the following agency documents, policies & procedures	Evidence should be found in the following practice
and sexual violence also constitutes harm to a child or young person and acknowledge the implications of the above for help seeking, service provision, child and adult protection.	Support Planning Partnership Working Protection from Abuse Induction, Training and Development Child Protection	show that support and information is offered in relation to the range of abuse they and their children may have experienced.
Standard 1.4 **Services acknowledge and promote that domestic and sexual violence is unacceptable and an abuse of human rights. Services challenge the social tolerance of domestic and sexual violence and address myths or false beliefs about domestic and sexual violence in their own and in other agencies, and the wider community.**	Agency definition of domestic & sexual violence Business Plan – Mission Statement Agency promotional literature Support Planning Partnership Working Equal Opportunities and Anti-discriminatory practice Consulting and Involving Service Users Induction, Training and Development	Case notes show that staff take this approach in their work with survivors. Records show that staff challenge other agencies constructively when myths or false beliefs about domestic and sexual violence are evident. Survivors are aware that the service takes this approach.
Standard 1.5 **Services understand the effect that domestic and sexual violence has on survivors and operate from a position where survivors are believed, listened to with empathy, and provide a non-judgmental response.**	Agency definition of domestic and sexual violence Agency promotional literature Support Planning Informing service users Service Users Charter Consulting and Involving Service users Confidentiality and Access to Information Induction, Training and Development Child Protection Equal Opportunities and Anti-discriminatory practice Complaints	Services do not require proof that survivors have experienced domestic or sexual violence. Staff can describe the range of effects that domestic and sexual violence can have on survivors. Staff can describe their approach in ensuring survivors feel listened to and not judged. Survivors state they have felt listened to and not judged.

2nd Draft

Standard	Evidence should be found in some or all of the following agency documents, policies & procedures	Evidence should be found in the following practice
Standard 1.6 **Services recognise that the social and cultural identities, needs and experiences will impact on individuals experience of domestic and sexual violence and that particular groups may face disadvantage as a result.**	Business Plan – Mission Statement Agency definition of domestic & sexual violence Support Planning Informing service users Service Users Charter Consulting and Involving Service use Equal Opportunities and Anti-discriminatory practice	Assessment and support planning processes take note of the individual needs and experiences of survivors Case notes show that services adapt their support to meet the individual needs of survivors. Staff inductions and training plans address the need to develop staff knowledge in this area.

2. Safety

Outcome: Services demonstrate that all intervention prioritises the safety of survivors and of staff.

Standard	Evidence should be found in some or all of the following agency documents, policies & procedures	Evidence should be found in the following practice
Standard 2.1 **Services acknowledge that safety is paramount and that all survivors, their children and staff working with them have a right to be protected from violence and abuse, and will take action in accordance with procedures to ensure this.**	Agency definition of domestic & sexual violence Business Plan – Mission Statement Referral, Initial Assessment and Application Health and Safety + lone working Risk Assessment and Risk Management – Service Users Support Planning Protection from Abuse Harassment Confidentiality Induction Training and Development Complaints	Procedures for survivors to raise concerns are publicly available and accessible. There is written documentation where action is taken to protect individuals from abuse. Records show that decision making always considers and minimises risk factors. Staff promote and support survivors with a violent free approach to parenting. Staff are provided with support and supervision to ensure concerns regarding their own or others safety can be raised and action agreed.
Standard 2.2 **Services recognise the need for gender sensitive service provision to ensure the safety of survivors and to enable effective recovery from abuse.**	Agency definition of domestic & sexual violence Business Plan – Mission Statement Agency promotional literature Referral Initial Assessment and Application Support planning	Women only services are directly managed and staffed by women. Gender sensitive services operate from separate premises and are only accessible to the group they serve. Staff agree protocols with other

Standard	Evidence should be found in some or all of the following agency documents, policies & procedures	Evidence should be found in the following practice
	Partnership Working Risk Assessment and Risk Management – Service Users Privacy	professionals to maintain the sensitivity of a gender specific environment. Staff can describe the reasons a gender specific service is required.
Standard 2.3 **Services utilise effective risk assessments to identify any immediate risk of harm to survivors at the point of referral and, where services are ongoing, follow up with a comprehensive assessment of risks to survivors and their children, which is regularly reviewed and updated.**	Referral Initial Assessment and Application Risk Assessment and Risk Management – Service Users Support planning Health and Safety	Referrals for services show initial risk assessments. Case files show comprehensive risk assessment. Case files show periodical review of the risk assessment. Staff can describe the risks faced by survivors and the process of risk assessment. Survivors are aware of, and engaged in, the process of risk assessment.
Standard 2.4 **Services respond to identified risk by providing appropriate information, conducting safety planning and intervening with agreed support and advocacy services to help reduce and manage the risk.**	Referral Initial Assessment and Application Support Planning Health and Safety Risk Assessment and Risk Management - Service Users	Referrals to services show an appropriate response to immediate identified risk. Case files show safety planning. Staff can describe a range of interventions that will reduce risk. Survivors are aware of, and engaged in, the process of safety planning. Services pro-actively contact women as a matter of urgency if they have specific concerns for their or their children's safety
Standard 2.5 **Services seek information from other agencies to enable effective assessment of risk, and contribute to risk assessments conducted by other agencies by providing specialist advice and information.**	Partnership Working Risk Assessment and Risk Management - Service Users Protection from Abuse Confidentiality and Access to Information Support Planning	Referrals to services show information gathering from other agencies regarding risk. Case files show contribution to other agencies risk assessments. Attendance at MARACs
Standard 2.6 **Services recognise that confidentiality and privacy are key to**	Referral Initial Assessment and Application Support Planning Health and Safety + lone working Confidentiality and Access to Information Risk Assessment and Risk Management -	The environment that the support operates within is gender specific and not accessible to the general public. There is a protocol in place for providing services to survivors in environments that

Standard	Evidence should be found in some or all of the following agency documents, policies & procedures	Evidence should be found in the following practice
enabling disclosure and effective support and ensure that all work with survivors is conducted in the safest environment possible.	Service Users	are away from the services base.

3   **Diversity and equal access to services**

            Outcome: Services respect the diversity of survivors and positively engage in anti-discriminatory practice, and survivors should be supported and assisted to access services on an equitable basis.

Standard	Evidence should be found in some or all of the following agency documents, policies & procedures	Evidence should be found in the following practice

Standard 3.1
 	
Services ensure that survivors, when attempting to access or when receiving services, will not experience unfair discrimination on the basis of their
  ▪ **additional support needs**
  ▪ **age**
  ▪ **caring responsibilities**
  ▪ **class**
  ▪ **cultural beliefs**
  ▪ **disability**
  ▪ **economic status**
  ▪ **gender reassignment**
  ▪ **HIV status**
  ▪ **language barrier**
  ▪ **marital status**
  ▪ **nationality**
  ▪ **race**
  ▪ **religion**
  ▪ **sexuality**
 	
unless this is a justified requisite for specialised services.
	Business Plan – Mission Statement
	Agency promotional literature
	Referral Initial Assessment and Application
	Eligibility Criteria
	Equal Opportunities and Anti-discriminatory practice
	Informing Service Users
	Service Users Charter
	Complaints
		Services are aware of and work within relevant equalities legislation.
		Services monitor access to their service to ensure it fairly reflects the demographics of the local community.
		Utilisation of the service fairly reflects the demographics of the local community.

Standard	Evidence should be found in some or all of the following agency documents, policies & procedures	Evidence should be found in the following practice
Standard 3.2 **Services take steps to ensure they are accessible and welcoming to all survivors who are experiencing or have experienced domestic and sexual violence**	Agency promotional literature Referral Initial Assessment and Application Equal Opportunities and Anti-discriminatory practice Informing Service Users Consulting and Involving Service Users Partnership Working	Literature is available and publicised in a range of formats and aimed at a diverse range of survivors. Survivors can contact the service in several ways depending on their particular need. The environment within which the service operates is DDA compliant. Services take a positive approach to promoting diversity within their literature, environment and service provision.
Standard 3.3 **Services promote and engage in anti-discriminatory practice in all aspects of their work and are understanding, sensitive and responsive to the individual needs of survivors and their children from diverse backgrounds with a range of support needs.**	Eligibility Criteria Referral Initial Assessment and Application Support Planning Equal Opportunities and Anti- Discriminatory Practice Complaints Partnership Working	Where necessary, survivors are able to communicate in their own language. Case files show that cultural, faith and lifestyle needs are considered and addressed. Staff development plans address the need to develop anti-discriminatory practice. Services do not buy into myths about culture and domestic violence
Standard 3.4 **Services are responsive to, and challenge, unfair prejudice and discrimination when it arises, within service delivery and when advocating on behalf of survivors.**	Business Plan – Mission Statement Agency promotional literature Referral Initial Assessment and Application Support Planning Equal Opportunities and Anti- Discriminatory Practice Consulting and Involving Service Users Complaints	Staff can describe the process for responding to unfair prejudice and discrimination. Survivors are aware of the agencies response to unfair prejudice and discrimination. Records show that unfair prejudice and discrimination is challenged when it arises. (support plans, minutes of meetings, supervision notes, complaints)
Standard 3.5 **Access to services is prioritised on an individual basis taking account of availability, risk, need and level or nature of support required.**	Eligibility Criteria Agency promotional literature Referral Initial Assessment and Application Support Planning Equal Opportunities and Anti- Discriminatory Practice Risk Assessment and Risk Management - Service Users	Records show that there is a fair prioritisation of referrals. Services do not operate a blanket ban on survivors with particular support needs. Where support need cannot be met, records show attempts are made to access other appropriate services.

2nd Draft

Standard	Evidence should be found in some or all of the following agency documents, policies & procedures	Evidence should be found in the following practice
Standard 3.6 **Services maintain good links with specialist agencies that work with people from diverse backgrounds, and use multi-agency networks to promote access to services, and referral and signposting for survivors who may fall outside their eligibility guidelines or benefit from specialist services.**	Partnership Working Equal Opportunities and anti-discriminatory Practice Referral Initial Assessment and Application Support Planning Risk Assessment and Risk Management - Service Users	Staff can name relevant local agencies and the roles they play. Case files show joint working with and/or referrals to specialist agencies to meet individual need. The specialist work of other agencies is promoted.
Standard 3.7 **Services recognise the needs of, provide support for, and seek assistance for, survivors with insecure immigration status or EU status who have no recourse to public funds or without work visas.**	Referral Initial Assessment and Application Support Planning Risk Assessment and Risk Management - Service Users Equal opportunities and anti-discriminatory practices Financial controls.	Staff can describe what options there are, and steps they will take, to meet the needs of this group of survivors. Case files show that steps are taken to meet the needs of this group of survivors.

4   Advocacy

Outcome: Services provide both institutional and individual advocacy to support and promote the needs and rights of survivors and their children
NB. There is a separate section relating to Independent Domestic Violence Advisers

Standard	Evidence should be found in some or all of the following agency documents, policies & procedures	Evidence should be found in the following practice
Standard 4.1 **Specialist domestic and sexual violence services provide services and support that are independent of criminal justice or local authority jurisdiction or of other statutory agency.**	Management Committee – Role and Responsibilities Business Plan – Mission Statement Agency promotional literature Agency definition of domestic & sexual violence	Records show that practice is based on the needs of service users and not other agencies/bodies.
Standard 4.2	Referral Initial Assessment and Application Support Planning Risk Assessment and Risk Management -	Staff can describe the rights and entitlements that survivors have within the existing statutory framework.

Standard	Evidence should be found in some or all of the following agency documents, policies & procedures	Evidence should be found in the following practice
Services fully utilise the statutory framework for responding to domestic and sexual violence; survivors' rights and entitlements within existing systems, and offer effective individual and institutional advocacy.	Service Users Partnership Working Induction, Training and Development Equal opportunities and anti-discriminatory practices Consulting and Involving Service Users	Staff know where to access information about survivors rights and entitlements that is beyond their knowledge. Case files show that survivors are advised and assisted to utilise the statutory framework for their benefit. Services maintain up to date referral lists of local statutory and voluntary services, and staff are knowledgeable about availability and access in the local area. Staff development plans address the need to ensure current knowledge of local service provision and the statutory framework.
Standard 4.3 **Services understand and ensure the principles of good practice in effective advocacy work with individuals.**	Referral Initial Assessment and Application Support Planning Induction, Training and Development Partnership Working Equal opportunities and anti-discriminatory practices Consulting and Involving Service Users	Case files show early and periodical assessment of need. Case files show realistic support plans that are regularly reviewed. Case files show continuity of support and advocacy either by ongoing contact with the same staff (key-working), or through appropriate information sharing with others that maintains safety and confidentiality. Case files show that advocacy work undertaken is agreed with the survivor and based on her needs and wishes.
Standard 4.4 **Advocacy work undertaken is outcome focussed and these outcomes are representative of the particular needs of domestic and sexual violence survivors.**	Support Planning Referral Initial Assessment and Application Risk Assessment and Risk Management - Service Users Partnership Working Equal opportunities and anti-discriminatory practices Consulting and Involving Service Users	Support plans show desired outcomes and monitoring of progress towards the outcomes. Case files show the survivor is fully involved in the setting and monitoring of outcomes. Data collection systems support the need to evidence outcomes relevant to domestic and sexual violence.
Standard 4.5 **Services liaise regularly with other agencies to develop positive**	Referral Initial Assessment and Application Risk Assessment and Risk Management - Service Users Support Planning	Case notes show that opportunities to improve responses to survivors are utilised. Minutes of meetings show the service is an active participant in relevant local

Standard	Evidence should be found in some or all of the following agency documents, policies & procedures	Evidence should be found in the following practice
working relationships and to negotiate or resolve problems in law, policy and practice, in order to maintain and develop effective responses to meet the needs and interests, safety and well being of survivors.	Partnership Working Equal opportunities and anti-discriminatory practices Consulting and Involving Service Users	partnerships.

5.   Empowerment and a survivor centred approach

Outcome: Services encourage survivors to identify and express their needs and make decisions in a supportive and non-judgemental environment; treat survivors are treated with dignity, respect and sensitivity; and promote service-user involvement in the development and delivery of the service.

Standard	Evidence should be found in some or all of the following agency documents, policies & procedures	Evidence should be found in the following practice
Standard 5.1 **Services provide clear information about the services they provide, how to access the service, and about the rights and responsibilities of survivors upon accessing the service.**	Eligibility Criteria Agency promotional literature Referral Initial Assessment and Application Risk Assessment and Risk Management - Service Users Support Planning Equal Opportunities and Anti-Discriminatory Practice Informing Service Users Service Users Charter Consulting and Involving Service Users	Service information is publicly displayed and available in a range of formats. Other agencies can describe the service provided and how to access it. Service users can describe the service provided and how to access it.

Standard	Evidence should be found in some or all of the following agency documents, policies & procedures	Evidence should be found in the following practice
Standard 5.2 **Services provide timely, pro-active support which is non judgmental and flexible enough to meet survivor's individual needs.**	Eligibility Criteria Agency promotional literature Referral Initial Assessment and Application Risk Assessment and Risk Management - Service Users Support Planning Equal Opportunities and Anti-Discriminatory Practice Informing Service Users Service Users Charter Consulting and Involving Service Users	Service opening hours are reflective of the needs of survivors. The safety needs of survivors out of usual working hours are considered and an agency response agreed and implemented. Records show that services are pro-active in contacting survivors to offer support.
Standard 5.3 **Services promote self help, empowerment and inclusion, to enable survivors to take control of their lives, maintain their independence and acknowledge their life experience & strengths; services promote survivors' rights to respect, dignity, independence, choice and control, where this does not conflict with safety**	Eligibility Criteria Agency promotional literature Referral Initial Assessment and Application Risk Assessment and Risk Management - Service Users Support Planning Equal Opportunities and Anti-Discriminatory Practice Informing Service Users Service Users Charter Consulting and Involving Service Users Confidentiality and Access to Information	Records show that survivors are presented with the choices available to them and relevant information to enable them to make an informed decision. Case files show an inclusive and empowering approach is taken to support planning and delivery.
Standard 5.4 **Services use a range of methods to consult survivors to inform the management of services, service delivery, and policy development.**	Referral Initial Assessment and Application Risk Assessment and Risk Management - Service Users Support Planning Equal Opportunities and Anti-Discriminatory Practice Consulting and Involving Service Users Service Users Charter	Case files show individual consultation with survivors. Records show group consultation with survivors, either directly or via other services. Records show the needs of survivors have been taken into account regarding changes or developments. The processes for consultation, giving feedback and/or making a complaint are well publicised and known to staff and survivors.

2nd Draft

6.   Confidentiality

Outcome: Services respect and observe survivors' right to confidentiality and those they are informed of situations where that confidentiality may be limited

Standard	Evidence should be found in some or all of the following agency documents, policies & procedures	Evidence should be found in the following practice
Standard 6.1 **Services ensure that access to information about survivors, whether verbal or written, is restricted to those with a need to have access and limited to the information they need.**	Referral Initial Assessment and Application Risk Assessment and Risk Management - Service Users Support Planning Equal Opportunities and equal access to services Privacy Confidentiality and Access to Information Induction, Training and Development Child Protection	Confidentiality and access to information is covered in staff inductions. Staff can describe the limits of confidentiality and information sharing. Survivors know about the service approach to confidentiality, data protection and information sharing and what its limits are. Survivors consent is sought before disclosing personal information to other agencies, except where there is high risk. Case files show information is only shared in line with agreed procedures. Staff and survivor records are kept in locked cabinets with access limited to appropriate individuals.
Standard 6.2 **Services understand and respond to the additional needs domestic and sexual violence survivors, and staff providing services to them, may have in relation to confidentiality and take steps to minimise identified risks that could arise from inappropriate information sharing.**	Referral Initial Assessment and Application Risk Assessment and Risk Management - Service Users Support Planning Equal Opportunities and equal access to services Privacy Confidentiality and Access to Information Induction, Training and Development Child Protection	Where possible, the support is given at a confidential location. Interviews take place in private facilities. Services know about the ways in which perpetrators can gain information and advise survivors appropriately. Survivors understand their role in maintaining the confidentiality and safety of other survivors they may be in contact with through services. Support is conducted in a way that protects the anonymity of staff as much as possible.
Standard 6.3	Referral Initial Assessment and Application Risk Assessment and Risk Management -	Services provide a statement on confidentiality to partner agencies, setting

Standard	Evidence should be found in some or all of the following agency documents, policies & procedures	Evidence should be found in the following practice
Services have mechanisms in place to share information appropriately and safely, including information sharing protocols within a multi-agency framework.	Service Users Support Planning Equal Opportunities and equal access to services Privacy Confidentiality and Access to Information Induction, Training and Development Child Protection Partnership Working	out the principles governing the sharing of information. Written consent forms are used when sharing information with other agencies. Staff are aware of, and work within, agreed local information sharing protocols. Services they have a procedure for accessing records in an emergency, including personal and child protection records.

7.   **A co-ordinated community response**

        Outcome: Services operate within a context of inter-agency co-operation, collaboration and co-ordinated service delivery, to ensure a culture of intolerance about domestic and sexual violence is developed in communities and by individuals

Standard	Evidence should be found in some or all of the following agency documents, policies & procedures	Evidence should be found in the following practice
Standard 7.1 **Services recognise the need for safe, consistent multi-agency responses to domestic and sexual violence; services participate in a co-ordinated community approach in order to protect survivors, provide appropriate services, and to reduce and prevent domestic and sexual violence, and hold perpetrators accountable and manage their risk.**	Referral Initial Assessment and Application Risk Assessment and Risk Management - Service Users Support Planning Partnership Working Health and Safety Confidentiality and Access to Information	Services are knowledgeable about a range of statutory and voluntary services, understand their roles and responsibilities, and are able to identify and access them to meet the varying needs of survivors. Records show that services are proactive in their attempts to work in partnership with other agencies. Case files show that the services are provided within a co-ordinated multi-agency approach.
Standard 7.2 **Services take steps to ensure that the needs of survivors are**	Partnership Working Confidentiality and Access to Information Service Users Charter	Services can describe the role of local multi-agency partnership arrangements and their relevance to the domestic and sexual violence sector.

Standard	Evidence should be found in some or all of the following agency documents, policies & procedures	Evidence should be found in the following practice
effectively represented by a specialist provider within local multi-agency partnership working arrangements.		There is representation from a specialist domestic and sexual violence provider on relevant local multi-agency partnership arrangements, including: Domestic Violence Fora, Multi-Agency Risk Assessment Conferences (MARACs), Multi Agency Public Protection Arrangements (MAPPA), and Local Safeguarding Children Boards (LSCBs). Services hold records of the minutes taken at appropriate local multi-agency meetings.
Standard 7.3 **Services promote awareness amongst other statutory and voluntary agencies of domestic and sexual violence and its effects on survivors and, where appropriate, develop co-ordinated best practice responses.**	Agency promotional literature Initial Assessment and Application Risk Assessment and Risk Management - Service Users Support Planning Equal Opportunities and Anti-Discriminatory Practice Service Users Charter Consulting and Involving Service Users Partnership Working	

8. Responsibility for the violence and holding perpetrators accountable

   Outcome: Services operate within a culture based on the belief that perpetrators have sole responsibility for their violence

Standard	Evidence should be found in some or all of the following agency documents, policies & procedures	Evidence should be found in the following practice
Standard 8.1 **Services believe that perpetrators have sole responsibility for their**	Agency definition of domestic & sexual violence Agency promotional literature Referral Initial Assessment and Application	Case files show that staff promote holding perpetrators accountable and do not blame survivors for the violence.

Standard	Evidence should be found in some or all of the following agency documents, policies & procedures	Evidence should be found in the following practice
violence, and that the safety of survivors is paramount; this informs service provision, risk assessment and safety planning.	Support Planning Partnership Working Informing Service Users Service Users Charter Induction, Training and Development	
Standard 8.2 (To be reviewed in consultation with the sexual violence sector) *Services have systems in place to identify the primary perpetrator of domestic and sexual violence and operate from an understanding of the different context in which men's violence and women's violence occurs. That is:* − *Domestic violence is a pattern of coercive and controlling behaviour* − *The causes of domestic and sexual violence are rooted in the issues of power and control and the perpetrator's sense of entitlement within relationships* − *Men's violence against women is learned and intentional behaviour, a direct consequence of the power differentials and inequality between men and women, and men are encouraged to believe that they are entitled to privilege and dominance over women in general and to power and control over their partners in particular.* − *Women's violence to men is neither the same as - nor symmetrically opposite to - men's violence to women, and reasons why women use violence within intimate relationships include (i) self-defence, protection of self or children, and/or escape from a violent partner (protective); (ii) a response to a limit to their autonomy due to a history of adult/childhood victimisation (both protective and reactive); and (iii) power and control over intimate partner (primary perpetrators)* − *Same-sex domestic violence occurs within the context of societal homophobia and heterosexism. Although there is an absence of gender difference, gender role stereotypes still needs to be addressed in service provision (i.e. gay and bisexual men were socialised as boys, lesbians and bisexual*	Agency definition of domestic & sexual violence Business Plan – Mission Statement Referral, Initial Assessment and Application Risk Assessment and Risk Management – Service Users Support Planning Protection from Abuse Harassment Confidentiality Induction Training and Development Complaints Equal Opportunities and Anti-Discriminatory Practice	Services are gender sensitive. Services work to a common definition of what constitutes domestic and sexual violence, its dynamics and the impact on survivors. The service has procedures for ensuring the safety of survivors of same sex domestic and sexual violence within gender specific service provision.

Standard	Evidence should be found in some or all of the following agency documents, policies & procedures	Evidence should be found in the following practice
women were socialised as girls).		
Standard 8.3 **Services work with, promote, or refer to voluntary sector perpetrator programmes that meet *Respect* minimum standards and principles, and services ensure that survivors have realistic expectations about the opportunities and potential risks of such programmes.**	Referral, Initial Assessment and Application Risk Assessment and Risk Management – Service Users Support Planning Partnership Working	Case files show appropriate information sharing and referral to perpetrator programmes meeting *Respect* minimum standards. Records show partnership working with local perpetrator programmes meeting *Respect* minimum standards. Services provide information about *Respect* to multi-agency partnerships and/or agencies that work with perpetrators who are not members.
Standard 8.4 **Work with survivors recognises and promotes the fact that responsibility of the violence rests with perpetrators, and encourages a focus on their own and their children's needs, and not that of the perpetrator.**	Support planning Partnership Working Informing Service Users Referral Initial Assessment and Application Service Users Charter Equal Opportunities and Anti-Discriminatory Practice	Case files show that staff promote holding perpetrators accountable and encourage a focus on their own and their children's needs.

9. Accountability

Outcome: Services provide effective management of services so that survivors receive a quality service from appropriately skilled staff

Standard	Evidence should be found in some or all of the following agency documents, policies & procedures	Evidence should be found in the following practice
Standard 9.1 **Services provide effective management and delivery of services that are sensitive and appropriate for survivors ' needs.**	Consulting and Involving Service users Management Committee – Role and Responsibilities Financial Controls, Risk Assessment and Business Planning	Services are gender sensitive. Staff can describe the ways that they assess whether they are meeting the needs of service users. Service users state that the service meets their needs.
Standard 9.2	Service Users Charter Consulting and Involving Service users	Staff can describe the purpose of the service.

Standard	Evidence should be found in some or all of the following agency documents, policies & procedures	Evidence should be found in the following practice
Services meet their stated mission and values, and have transparent systems in place to ensure accountability to stakeholders, funders and service users.	Management Committee – Role and Responsibilities Financial Controls, Risk Assessment and Business Planning Annual report Service review reports.	Service information is publicly displayed and available in a range of formats. Approach to data collection.
Standard 9.3 **Services ensure the staff providing services are recruited, employed and developed to ensure that they are competent to meet the requirements of specialist domestic and sexual violence service provision.**	Financial Controls, Risk Assessment and Business Planning Job descriptions Person Specifications Volunteers Induction, Training and Development Supervision Complaints Grievance and Disciplinary Equal Opportunities and Anti-Discriminatory Practice	Services are gender sensitive. Records show a rigorous, fair recruitment process. Records show regular supervision of staff. where development needs are discussed.