
Overview

This standard is about investigating requirements for services to address domestic violence and abuse in the local community. It includes your ability to analyse existing provision and to explore opportunities for developing the services required.

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.

**Performance
criteria**

- You must be able to:
- P1 gather information about your local community which informs understanding of the need for services relating to domestic violence and abuse
 - P2 obtain feedback from relevant others about current provision of services and opportunities for service development, including from:
 - P2.1 service users
 - P2.2 relevant agencies
 - P2.3 stakeholders
 - P3 develop systems to gather and manage information and knowledge which informs and supports service requirements
 - P4 assess feedback from relevant others to identify trends and patterns which indicate opportunities for developing services for victims and survivors
 - P5 identify existing provision in your community which meets the priorities and needs of victims and survivors
 - P6 identify factors which affect victims and survivors:
 - P6.1 take-up of existing services
 - P6.2 access to provision
 - P7 share your analysis of service needs, provision and take up with relevant others in line with organisational requirements
 - P8 explore the impact of your analysis with relevant others to identify opportunities for enhancing provision of support and services
 - P9 agree potential opportunities with relevant others to develop and improve services to victims and survivors of domestic violence and abuse in your community
 - P10 present information to relevant others in ways that promote understanding
 - P11 maintain confidentiality in line with legal and organisational requirements

Knowledge and understanding

Legislative, regulatory and organisational requirements

You need to know and understand:

- K1 legal and organisational requirements, and their impact on your investigations, for:
 - K1.1 the provision of services to victims and survivors of domestic violence and abuse
 - K1.2 investigating needs
- 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 national and local initiatives and their impact for developing services towards addressing domestic violence and abuse in your community
- K5 your organisation's remit, role and services for addressing domestic violence and abuse
- K6 the role of other agencies and organisations involved in addressing domestic and sexual violence and abuse in your community
- K7 how your organisation's role, remit and services relate to those of other organisations and services

Key, general requirements for addressing domestic violence and abuse

You need to know and understand:

- K8 what constitutes domestic violence and abuse, and its prevalence in your local community
- K9 signs of abuse and the methods used by abusers to gain power and control
- K10 the impact of abuse upon all of those affected by it, including victims, survivors and children and dependents
- 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

Requirements for investigating needs for services

**You need to know
and understand:**

- K13 types of information available from relevant agencies and other stakeholders appropriate to establishing needs for services
- K14 methods of obtaining feedback from:
- K14.1 users of your organisation's services
 - K14.2 other agencies and stakeholders including 'hard to reach' groups
- K15 relevant research methods for obtaining feedback and information
- K16 the importance of checking objectivity when evaluating feedback
- K17 factors to consider when assessing validity of feedback
- K18 how to assess the interests of those providing feedback
- K19 the implications the interests of others can have when identifying and evaluating opportunities for services
- K20 the agencies and stakeholders who can provide information required
- K21 the nature and extent of current services and provision in your local community
- K22 the demographics and diversity of your local community and service users
- K23 trends, patterns and developments in the provision of services to victims and survivors of relevance to your area of work and your local community
- K24 the importance of checking for gaps in current provision against the needs of your local community and how to do so
- K25 the importance of confirming your research is sufficient to justify conclusions drawn from its results
- K26 the importance of confirming that opportunities identified meet your organisation's role, remit and services and are:
- K26.1 of a size sufficient to warrant your organisation's attention
 - K26.2 realistic for your organisation
- K27 sources of information and support when researching and investigating:
- K27.1 community needs
 - K27.2 opportunities for enhancing the services provided to victims and survivors

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