
Overview

This standard is about your ability to develop and maintain working relationships with relevant agencies and stakeholders. Working relationships you develop will support and improve the provision of services towards supporting individuals of domestic abuse and sexual violence within the community.

Performance criteria

You must be able to:

1. identify relevant others your organisation can work with to address domestic abuse and sexual violence
2. determine whether your organisation's existing contact with relevant agencies is fit for purpose based on:
 - aims, objectives and purpose of relevant agencies
 - support and provisions for individuals by other agencies
 - levels of co-operation
 - appropriate engagement, capacity, knowledge, experience, and skills of those your organisation is networking
3. assess the effectiveness of your organisation's existing contact with agencies in line with organisational policies and procedures
4. agree with colleagues how to enhance working relationships with agencies and communities in line with organisational policies and procedures
5. agree key performance measures for developing effective working relationships with agencies and communities in line with available guidance
6. work with other agencies to agree the benefits of a co-ordinated and common approach to raising the level of knowledge and understanding about domestic abuse and sexual violence
7. identify other agencies' aims and objectives relevant to improving the response to domestic abuse and sexual violence including the support available to individuals affected by it
8. liaise with agencies when required to prepare documented agreements regarding roles and responsibilities
9. make referrals to other agencies who provide support and services for individuals in line with organisational policies and procedures
10. work with agencies to support the transition of individuals between different services and support in line with organisational policies and procedures
11. share appropriate information with relevant others in line with organisational policies and procedures
12. promote the value of engaging with other agencies and the wider community to others in line with organisational policies and procedures including to:
13. maintain confidentiality according to regulatory and organisational policies and procedures

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14. update records and information in line with your organisation's procedures

Knowledge and understanding

You need to know and understand:

1. legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
2. the relevant national and local guidelines, policies, and procedures available and how and when they should be accessed
3. the role, remit, services and objectives of your organisation, including provision of information and support to individuals
4. how your organisation's aims and objectives relate to those of other organisations and services
5. the limits of your authority, responsibility and professional competence
6. common information and support needs of individuals who have experienced sexual violence and how to meet these
7. the role and impact of intersectionality in relation to sexual violence
8. relevant national and local initiatives, and their impact for developing services for addressing domestic abuse or sexual violence
9. agencies and representatives in your community who can provide information and actions towards addressing domestic abuse or sexual violence, including
 - the support available to individuals
 - the structure of agencies
 - who to contact when considering both strategic and operational issues of relevance
 - support available to you as a practitioner.
10. procedures and processes of other agencies, including
 - referrals
 - accessing support and services
 - transitioning between different services
 - sharing appropriate information
11. how to support the transition of individuals between different services and support, including making introductions to other agencies
12. the aims and objectives of the principal agencies within your community relevant to improving the handling of domestic abuse or sexual violence
13. the importance of considering the views and priorities of other agencies and community representatives in handling domestic abuse or sexual violence and working with individuals
14. the reasons why there may be conflicts and misunderstandings between different

agencies and how to deal with these

15. the importance of identifying key stakeholders in different agencies

16. what information is appropriate to provide to different agencies and communities

17. the importance of challenging typical misconceptions and stereotypical viewpoints in agencies and communities regarding the prevalence, causes, types and impact of domestic abuse or sexual violence

18. common reasons for conflicts and misunderstandings between different agencies including differing priorities

Glossary

Domestic Abuse

A pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass but is not limited to, a combination of psychological, physical, sexual, financial and emotional abuse.

This definition also includes so-called 'honour' based violence, female genital mutilation (FGM) and forced marriage. Children also experience domestic abuse when witnessing domestic abuse.

Intersectionality

The interconnected nature of social categorisations such as race, class, and gender, regarded as creating overlapping and interdependent systems of discrimination or disadvantage

Needs led approach

A form of advocacy that places the survivor at the centre of interventions and support work. This means listening to their story, concerns and struggles and identifying strengths. It results in the collaborative production of support packages that are specific to survivors' individual needs. A needs-led approach is an empowering endeavour that pays attention to survivors' intersectional circumstances, avoiding the traps of institutional bias or ineffective responses

Strength based approach

Recognising that individuals have strengths. These strengths are recognised and built on as part of aiding recovery.

People at risk

An individual who is defined as in need of special care, support, or protection because of age, disability, risk of abuse or neglect

Sexual Violence (see also definitions below that may be used covering sexual abuse or sexual assault)

Similar in nature to sexual abuse, but this term is more often used to describe brief or single incidences, such as if sexually assaulted by a stranger

Sexual Abuse

Undesired sexual behaviour by one person to another. This is often carried out by force or by taking advantage of the other person. This term is generally used when the sexual behaviour is regular or over a prolonged period of time.

Sexual Assault

Any unwanted sexual behaviour that a person has not consented to. This can range from rape to voyeurism or exhibitionism, to unwanted touching above or under clothes.

Trauma Informed Practice

An approach to health and care interventions which is grounded in the understanding that trauma exposure can impact on a person. Practitioners will work in ways so as to not inadvertently retraumatise impacted people and with an emphasis on client safety, choice, collaboration and empowerment.

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