

Risk Management & Safeguarding Audits for the DCSF Providers



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Risk Management and Safeguarding Audits

The nature of work with the family courts requires that organisations are working to the highest standards in relation to reducing the risks to children and adults, to assess this, we have selected the elements of the Respect accreditation standard that relate to risk management and safeguarding. Organisations that have met the Respect accreditation standard are exempt from this process.

Audit Process

- The organisation should appoint a named link person for the audit and inform Respect of who this will be.
- Respect will appoint a lead assessor who will contact the link person to arrange access to the service for the audit, this will involve interviews with key staff, access to case files and group recordings.
- The actual audit will involve two assessors undertaking a site visit for one day with a pre agreed schedule of case file reviews, interviews with staff and the viewing of group recordings.

Introduction

The risk management and safeguarding audit applies to all providers of domestic violence prevention programmes (DVPPs) working with male perpetrators of domestic violence and integrated safety services (ISS) for partners and ex-partners of these perpetrators who are funded by the DCSF in relation to contact activities. The exception to this is where an organisation already holds Respect accreditation or is subject to a similar external audit of service standards.

The audit has been developed so that members of the public, funders, commissioning agencies and other professionals can be assured of a high quality, safety-focused service from the organisation providing perpetrator programmes and associated support services for the family court. The requirements have been developed from the lessons learnt from available research and practice. The risk management and safeguarding requirements are based on the Respect service standards, these have been developed by practitioners, policy makers and researchers.

The minimum unit considered for audit is usually a combination of a Domestic Violence Prevention Programme (DVPP), working with perpetrators of domestic violence and an Integrated Support Service (ISS), working with their partners and ex-partners. This may include services operating entirely in the voluntary, statutory or private sectors, or those operating as a joint project or other arrangement between sectors.

Organisations running a DVPP without an ISS cannot be considered for audit as they are unsafe and will automatically fail. An ISS is a key essential feature of a Respect, Domestic Violence Prevention Service, for many reasons. An ISS helps to ensure that women's expectations of the DVPP are based on reality and that they and others do not rely solely on the service to bring about an immediate cessation of violence and abuse. It helps to ensure that women and children's safety can be monitored and kept the highest priority. It is therefore now widely accepted that working with perpetrators of domestic violence can only be undertaken safely if there is an ISS that contacts partners and ex-partners.

Terminology

Throughout this document, "the organisation" will be taken to mean the management and operation of both the DVPP and the ISS. Where these are supplied by two different organisations, the term includes all the relevant parts of the management and service delivery of both organisations, but not necessarily the whole of both organisations.

Other terms are defined in the glossary at the end of this document.

Required Elements of the Model of Work

This audit requires that all organisations wishing to be accredited have a written model of work which includes the content and structure of the work with clients, the theory underlying this and the methods of delivery.

The model of work must reflect the aims and principles specified in this section of this document and in Standard B2.1. There are many ways in which an organisation can operate under these aims and principles. This system of assessment and accreditation is not intended to prescribe one specific model of provision. The intention is to provide a strong framework in which many different approaches and models can be used safely and effectively.

The Primary Aims of a Respect Accredited Service

The Respect service standards set out the broad aims of accredited services this audit will expect to see these or similar aims present in audited organisations.

1. Safety

- To increase the safety of women, children and others at risk of experiencing domestic violence
- To provide information and support to women in order to empower them and to develop their ability to increase their own and their children's safety

2. Assess and Manage Risk

- To assess risk in relation to domestic violence and communicate this effectively with other professionals
- To contribute to the management of domestic violence risks within a multi-agency response

3. Co-ordinated Community Response

- To contribute to the development of co-ordinated community responses to domestic violence

4. Diversity and Equal Access to Services

- To provide services that respect the diversity of the community in which they work, to apply anti-discriminatory practice to all aspects of their work and to ensure that clients are supported to access its services on an equitable basis

5. Promote Respectful Relationships

- To provide interventions which challenge, support and encourage perpetrators of domestic violence to engage in respectful relationships
- To promote the principle that everyone has the right to be treated with respect and dignity

6. Accountability

- To work with other professionals to ensure that men who use domestic violence are treated as responsible and accountable for their behaviour and for changing it
- To provide services which are of quality and transparent
- To involve survivors of domestic violence in the development and review of the services

7. Social Change

- To promote the wider social changes that would support a community-wide intolerance of violence against women
- To work in a way which recognises the nature, prevalence, incidence, dynamics and effects of domestic violence

Structure of the Risk Management and Safeguarding Standards

The Standard consists of the following sections:

- **Section A – Management of the Organisation**

A1. Policies and procedures

A2. Resources – Not included in Risk Management & Safeguarding Audit

A3. Management and accountability

A4. Recruitment and training

A5. Staff support and supervision

A6. Outcomes and outputs

- **Section B – Service Structure and Process**

B1. Service specification

B2. Service principles

B3. Joint working DVPP and ISS

B4. Eligibility and suitability criteria

B5. Domestic violence that is not men's violence to female partner/ex – Not included in Risk Management & Safeguarding Audit

B6. Couples work

B7. Working clients involved with social services

B8. Working with clients involved in child contact disputes

B9. Working with clients involved with the Criminal Justice System

- **Section C – Diversity**

- **Section D – Risk management**

- **Section E – Children**

- **Section F – Partnership working**

The full Respect standard can found on

<http://www.respect.uk.net/pages/accreditation-project.html>

The elements of the standard most pertinent to risk management and safeguarding have been extracted from the full standard to form the basis of the audit.

Service Standard

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| A. Management of the organisation | The management framework, procedures and activities are sufficient to ensure the quality of the service provided, the development of staff and the role of the organisation in the wider community response to domestic violence. |
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| A1. Service Standard | The organisation has in place the necessary policies and procedures to provide a secure and clear framework within which effective management, employment and service provision can take place. |
| Purpose | To ensure that the organisation operates in a way that is consistent with its core objectives and values. |

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| Evidence | |
| <p>A1.1 The organisation has the written policies and procedures listed below; they are clear, workable, reviewed regularly and fully implemented. Policies and procedures cover operational, administrative and financial matters. The policies and procedures included below are those that have specific relevance for DVPPs but this list should therefore not be taken as a comprehensive list of all the policies and procedures needed for the whole organisation.</p> <ul style="list-style-type: none"> A. Health and Safety policy (covering safety for staff and clients); lone working and home visits policy; a procedure for staff in responding to abuse from clients; B. Confidentiality, data protection and information sharing policies; procedure and guidelines on information sharing internally and externally; C. Child protection policy and procedure; D. Risk management policy and procedure; E. Model of work covering main activities; F. Policy about staff experience of domestic violence and procedure for responding to information about past or current domestic violence involving a staff member as perpetrator or victim; | |

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| A3. Service Standard | The organisation has a documented management structure with clear lines of accountability and defined responsibilities for all staff. The governing body of the organisation must have ultimate responsibility for the service. |
| Purpose | To enable the governing body to ensure that the organisation is able to deliver services effectively. |

Evidence

A3.1 The organisation has a documented management structure with clear lines of accountability. Responsibilities, reporting and accountability structures are clearly defined and sufficiently effective in order to enable the lead staff member, members of the governing body and other members of staff to fulfil their specific functions adequately

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| A4. Service Standard | The organisation takes the necessary steps to recruit staff appropriately and to support them in developing their skills and experience. |
| Purpose | To ensure that the organisation has suitable staff who can perform effectively and are adequately trained, in order to meet the organisational aims and objectives. |

Evidence

A4.3 All staff and volunteers are Criminal Records Bureau or Disclosure Scotland checked before starting work in any capacity within the organisation. These checks are repeated every three years thereafter.

A4.5 The organisation provides staff and volunteers with the relevant training and support to equip them with the core competencies for their role. All service delivery staff have good knowledge of the other services relevant to their clients and will receive induction or training on these.

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| A5 Service Standard | The organisation has the management structures necessary to maximise the effectiveness of service delivery and to support staff performance and development. |
| Purpose | To ensure that the organisation is monitoring and responding to the safety needs of its clients. To ensure that staff are appropriately supervised and provided with adequate support. |

Evidence

A5.2 The organisation provides a combination of case management, line management and clinical supervision which is sufficient to meet the needs of all staff and to ensure effective service delivery.

A5.3 The record of case management for all clients covers attendance, assessments,

progress, liaison with external agencies and the identification of individual client needs.

A5.6 Managers undertaking a case management role have a minimum of three years relevant experience and adequate specialist knowledge.

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| A6 Service Standard | The organisation obtains data on outputs and outcomes, ensuring that demographic information on who uses its services and the impact of its services on clients is analysed and disseminated. |
| Purpose | To be able to demonstrate that its services have a positive impact on the lives of those who use them. To encourage all accredited organisations to collect the same information in a similar manner in order to provide sound national evidence for service and practice development. |

Evidence

A6.1 The staff maintain clear records of clients, which meet the requirements of the service, of this Standard and of the Data Protection Act.

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| B. Service structure and process | The organisation has a clear model of work and structures in place to deliver this in a manner which is coherent and safe. |
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| B1 Service Standard | Organisations deliver a sufficiently comprehensive service to give clients a realistic opportunity of making lasting change and of producing safety. |
| Purpose | To ensure that programmes are used as far as possible to increase the safety of those at risk of domestic violence. To ensure, as far as possible, that the programme is not used by perpetrators to present themselves falsely as engaging in a meaningful process of change. To ensure that the ISS has adequate time to carry out the core functions with partners and ex-partners. |

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| <p>Evidence</p> <p>B1.1 The ISS staff have time dedicated to:</p> <ul style="list-style-type: none"> * undertake pro-active contact with all partners or ex-partners of the men who have attended an assessment with the DVPP; * provide information about the nature, possible impact and limitations of the programme; * undertake safety assessments and planning; * provide up to six further contacts, with one hour of contact time allowed for each of these. These will be spread over the anticipated time the perpetrator will be involved with the organisation and extend at least six months after he stops attending; * participate in case management with DVPP workers; * communicate effectively with other professionals to manage risk within a multi-agency context; * develop good joint working arrangements with other organisations providing frontline support to those at risk from domestic violence; * make priority contact with women as the need arises, for example, when her partner or ex-partner has disclosed abuse to the DVPP or to another agency. <p>B1.2 The DVPP has staff time dedicated to:</p> <ul style="list-style-type: none"> * Offer each new client a minimum of 60 hours contact as a DVPP intervention including assessment, group programme and individual sessions. * Undertake client assessments, which will usually take 3 hours per client; * Participate in case management with ISS staff, including regular reviews of risk and of programme suitability; * Communicate effectively with other professionals to manage risk within a multi-agency context; * Participate in all required training and supervision activities <p>Group work undertaken by a minimum of two staff; in the DVPP this should be a male and female.</p> |
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B1.3 The women using the ISS are offered a safe and appropriate space in which to meet with ISS staff.

B1.5 All group work with men will be recorded so that it can be viewed and heard by line managers and by Respect assessors. The confidentiality contract with men participating in the programme includes a requirement to agree to this.

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| B2. Service Standard | The organisation has a model of work which sets out clearly the content, delivery methods and underpinning theory for the work; staff follow this model and there is a method of monitoring this. |
| Purpose | To ensure that there is a coherent model of work which staff are able to understand and use and which is based on rigorous understanding of the dynamics, nature and effects of domestic violence. |

Evidence

B2.1 The organisation has a written model of their work with clients which staff are required to follow and which is based upon and includes statements reflecting the following principles:

- The primary focus is on the safety of the perpetrator's victim/s;
- The use of violent or abusive behaviour towards a partner, ex-partner or her children is unacceptable. The use of physical force as part of genuine self-defence is different. (see glossary).
- The perpetrator is 100% responsible for his use of abusive behaviour, that the use of such behaviour is a choice;
- A willingness to choose to use violent and abusive behaviour towards a partner is influenced by learnt expectations and a gender-based sense of entitlement.

Workers conduct all work in way that is non-collusive with:

- Abusive behaviour;
- *Expectations of power and control over women;*
- Denial and minimisation of abusive behaviour or any justifications for using abusive behaviour including the use of drugs and alcohol;
- The use of culture, race, or faith as a justification for domestic violence;
- Any marginalisation of the needs of children living with domestic violence.

B2.2 DVPP workers promote behaviour and thinking that:

- Diminishes denial and minimisation of abusive behaviour and its effects;
- Promotes the taking of responsibility for an individual's own behaviour;
- Engages perpetrators in the questioning of any attitudes and beliefs, especially their own, which support a gender-based sense of entitlement;

- Promotes safe and child focused parenting (see glossary):
- Enhances the perpetrators' beliefs that they are able to develop and nurture respectful intimate relationships;
- Increases perpetrators' understandings of, and empathy for, others affected by their abusive behaviour;
- Promotes respectful, egalitarian ways of being in personal and intimate relationships.

ISS workers conduct work which is empowering of women by:

- * Enabling each woman to have informed and realistic expectations of whether her partner's or ex-partner's involvement in the DVPP will increase her safety. This will be based on the understanding that the perpetrator is the only one who can make the choice to stop the domestic violence and that whilst the programme and other interventions or people may help him to do this, he will still have to make the decision for himself;
- * Supporting women in identifying the risks to their own and their children's wellbeing and safety;
- * Informing an individual woman if her partner/ex-partner fails to attend or is suspended from the programme, or if there are particular concerns about her safety;
- * Contributing to the risk assessment and management process of the organisation (and within a multi-agency context) prioritising actions which are likely to increase safety;
- * Supporting survivors in making informed decisions about their own and their children's safety;
- * Supporting survivors to develop strategies that may increase their safety and that of their children (safety planning);
- * Providing survivors with sufficient information about legal rights, and other relevant support services, in order for them to make informed decisions about these and to facilitate referral to other agencies (e.g. alcohol and drug agencies);
- * Providing survivors with information relating to the content of service provided to her partner or ex-partner;

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| B3 Service Standard | The organisation ensures that its clients are aware of its confidentiality policy and that information is exchanged between ISS and the DVPP in a timely manner, so that victim safety and joint working are maximised. |
| Purpose | To ensure that work with survivors of domestic violence is enhanced by what is known about the risks partner or ex-partner poses and that work with the perpetrators is enhanced by being rooted in their partner or ex-partner's experience. |

Evidence

B3.1 The DVPP **must** seek information on how to contact their partner and/or ex-partner of the man assessed for the programme.

B3.2 The ISS is offered to any adult who is at risk from the perpetrator.

B3.3 There will be separate confidentiality agreements for use by each service. These agreements should set out clearly what information will be shared, with whom and under what circumstances. The staff should help the client to understand the implications of the confidentiality agreement before they sign it. A client must sign this form as a condition of taking up the services of the organisation.

B3.4 The organisation provides limited confidentiality to perpetrators and greater confidentiality to survivors. The DVPP confidentiality agreement will include each perpetrator agreeing to case files being reviewed and group session tapes being viewed by assessors as part of the accreditation and monitoring processes and other evaluation processes. The organisation has to make it clear to clients that this is something to which they have agreed if they sign the agreement or contract to attend a group. The confidentiality policy should state these limits clearly.

B3.5 Contact details for partners and relevant ex-partners are then given to the ISS within 24 hours of the men completing suitability assessment and accessing the service and the ISS makes every possible effort to ensure that successful contact is made with the woman/women within one week. All information exchanged between the DVPP and ISS is in relation to changes in risk, engagement with the programme and any other relevant information at least weekly and any significant concerns within 24 hours. All women using the ISS are made aware of how information is shared with the DVPP.

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| B4 Service Standard | The organisation will not offer services to perpetrators where there is little or no expectation of a reduction in risk. |
| Purpose | To ensure that community based perpetrator programmes do not raise unrealistic expectations by offering places to perpetrators who show little chance of benefiting from their work. |

Evidence

B4.1 Perpetrators are assessed as to whether they are able to benefit from the service. They are not offered a programme place unless they can demonstrate that there is the potential for their behaviour to improve as a result of this intervention.

B4.3 Assessment of programme suitability is a regular activity within the case management structure. The organisation has a formal de-selection process to guide staff in removing someone from the programme who is no longer benefiting from it.

B4.4 The organisation routinely enquires about the substance use and misuse of all their clients, including the use and misuse of alcohol and prescription medication.

B4.5 The organisation routinely enquires about the mental health of all their clients.

B4.6 Unless the organisation has specific provision to meet the needs of young men it does not offer programme places to men younger than 18 years old. If a programme place is offered to someone who is 21 or younger then particular care is taken to ensure that the intervention is suitable for him and to assess whether additional support is required.

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| B6 Service Standard | The organisation has a clear policy in relation to interventions that involve the joint participation of both partners. |
| Purpose | To ensure that survivors of domestic violence are not put in situations of danger or coercion within couples work. |

Evidence

B6.1 The organisation clearly informs its clients that couples counselling is not appropriate whilst the perpetrator is using abusive behaviour or is engaged in ending it – please note that Respect and Relate have developed an assessment model for when couples counselling is a safe option please contact Respect for further details.

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| B7 Service Standard | When the organisation works with family members who are subject to a social work intervention, it will do so in a way that promotes effective interagency working and informed decision-making. |
| Purpose | To ensure that the safety of all family members at risk of domestic violence is prioritised where social services are involved with clients of the service. |

Evidence

B7.1 There is routine screening for social service involvement in all referrals to the organisation. Where there is social service involvement, the details of the social worker (or lead professional) concerned are sought and recorded

B7.2 The organisation makes proactive efforts to obtain and share information with the referring CAFCASS staff about key concerns and risks of harm to the victim and to the children

B7.3 Where a child is considered at risk of significant harm, there is a written plan of intervention agreed with the relevant children's services staff.

B7.4 There is an agreed intervention plan between the organisation, the named social worker (or lead professional) and, usually, the clients. It covers the sharing of information and the dates for review. A copy of the intervention plan is in the client case files for both the woman and the man.

B7.5 The first steps in the intervention includes assessments of: risk from domestic violence, the safety of the woman and children and the suitability of the man for the DVPP. These must be completed before a client is accepted onto the service.

B7.6 If the children of a man referred to the DVPP are subject to legal proceedings in the family court the organisation makes every effort to ensure that there is a domestic violence risk assessment. This is wherever possible undertaken by an assessor with expert witness status. The organisation, in consultation expert assessor, will make a judgement on the suitability of the client for the DVPP. The organisation makes available its views on progress and changes in risk to the court and to cafcass.

B7.7 Where a social worker wishes to refer a client and they or others consider that the risk to the children does not meet the significant harm threshold, the organisation responds as it would to any other referral in assessing the needs of the children.

B7.8 Where the children of a client using the DVPP become subject to a section 47 assessment the organisation will make every effort to share information with the relevant lead professional and to contribute to the management of risk to the children.

B7.9 Where a man is attending the DVPP and then becomes involved in a child protection investigation, the organisation has a responsibility to ensure that information in relation to risk is available to the child protection professionals. In all cases and especially where there is no possibility of a report from someone with expert witness status, the organisation provides the professionals involved with adequate information about the work done with the client. This will include an explanation of the limitations of this information in the form of a brief report (see guidance).

B7.10 If there is another incident of domestic violence this automatically prompts a re-examination of the needs of the child/ren. This also occurs when there is a birth of a new baby, the introduction of a new child to the household or the start of pregnancy. This is recorded via the case management process.

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| B8 Service Standard | Where the organisation works with perpetrators who are involved in a private (civil law) law contact dispute it will do so in a way that promotes effective interagency working and the safety of those at risk from domestic violence. |
| Purpose | To ensure that a perpetrator wishing to address his violence towards an ex-partner in the context of a private law child contact dispute does so in a way which holds him accountable for his abusive behaviour. |

Evidence

B8.1 Organisations do **not** offer a service to men pursuing child contact through the family courts without there being a domestic violence risk assessment by someone with expert witness status that covers all the areas set out in the Lord Chancellor's Department guidelines (2002) in relation to domestic violence and child contact, or the equivalent in Scotland and Northern Ireland. The only exception to this is where attendance is a requirement of a court order in the criminal court.

B8.2 A specialist domestic violence risk assessment carried out for this purpose will not cover the suitability of the man to address his abusive behaviour through participation in a DVPP. This suitability should be considered via review of the expert report and through discussion with the author of the report. The DVPP works with a perpetrator in these circumstances there is a schedule for reporting back to court and cafcass on the progress of this intervention.

B8.3 Where a man is attending the DVPP and then becomes involved in a child contact dispute, the organisation has responsibility to ensure that information in relation to risk is available to the court. In all cases and especially where there is no expert assessment of domestic violence risks, the organisation provides the court with adequate information about the work done with the client. This includes an explanation of the limitations of this information in the form of a brief report. The organisation ensures that the man's ex-partner or her solicitor and the court has access to this report.

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| B9 Service Standard | The organisation will work in ways that support an effective criminal justice system response. |
| Purpose | To ensure that the work they do does not undermine holding offenders accountable. |

Evidence

B9.1 The organisation has routine screening in place for criminal justice involvement.

B9.2 The organisation does **not** offer a place on a group or individual programme to a man who has been charged with a domestic violence related offence until the criminal proceedings have reached a conclusion.

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| C. Diversity and equality of access to services | Improving the relevance and accessibility of their services to all sections of the community is a key activity for all organisations. |
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| C.1 Service Standard | Organisations are committed to monitoring and improving the relevance and accessibility of their services to all sections of their community. |
| Purpose | To ensure that the organisation is constantly taking steps so that their services are as accessible as possible to all sections of the community. |

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| <p>Evidence</p> <p>Service delivery</p> <p>C1.5 The organisation does not offer a service to a man if it is not able to offer an adequate service to his partner or ex-partner because of her language needs.</p> <p>C1.6 Access to services is not restricted because of childcare responsibilities as far as is reasonable.</p> |
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| D. Risk Management | The identification and management of risk are key functions of the organisation. |
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| D.1 Service Standard | The identification and management of risk are a key function of any accredited organisation; there will be a commitment to work with others to reduce risk and effective procedures for doing this. |
| Purpose | To reduce risk to increase the safety of women and children. |

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| <p>Evidence</p> <p>D1.1 There is a procedure for identifying and communicating risk within the organisation. Organisations use an evidence based risk assessment tool.</p> <p>D1.2 Risk is communicated on a routine basis within the organisation.</p> <p>D1.3 When sharing information in relation to risk with external professionals or in a multi-agency context, this is done with a clear understanding of the limitations of such assessments and these limitations are clearly communicated.</p> <p>D1.4 Case management considers and records changes in risk.</p> <p>D1.5 Clients are informed of the outcomes of risk assessments and are given the opportunity to comment on these unless there is a compelling safety reason not to do so.</p> |
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| E. Children | The safety and the needs of children connected to organisation's clients are considered at all levels of the organisation. |
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| E1 Service Standard | The organisation will consider the needs of the children in all aspects of its work. |
| Purpose | To ensure the safety and needs of children are recognised and responded to. |

Evidence

E1.1 The initial assessments enquires about the impact of domestic violence on the lives of any relevant children. This is recorded in the client's file.

E1.2 Staff have training and support to enable them to explore with their clients the impact of domestic violence on the lives of any relevant children.

E1.3 The organisation regularly monitors the needs and safety of any relevant children as part of the case management process.

E1.4 The organisation is actively committed to ensuring that the needs of children affected by domestic violence are met, either through its own services or by supporting the work of other professionals.

E1.5 Staff are familiar with the Common Assessment Framework (England and Wales) and the Integrated Assessment, Planning and Recording framework (Scotland) and how to carry out or obtain information about such an assessment. If the organisation is unable to undertake an assessment staff must know whom to contact to provide such an assessment.

E1.6 Where other professionals are involved with relevant children, staff ensure that they establish contact with these professionals. This takes place even where the concerns relating to the child/ren are not high enough to trigger a child protection assessment. This is in line the organisation's confidentiality policy and information sharing procedures.

E1.7 The organisation promotes its service to local children's services, has a clear referral process and takes positive steps to engage with senior children's services staff to promote effective working relationships.

E1.8 Staff have a clear understanding of what constitutes child abuse and when to seek further support in order to keep a child safe. Staff know who to contact in their organisation if they believe that urgent action needs to be taken to protect a child. Staff all know of and follow the organisation's child protection procedure.

E1.9 All service managers are competent in reporting to case conferences, core group meetings and professionals' meetings. They know what actions to take to call such a meeting.

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| F. Partnership Working | The organisation recognises that co-ordinated community responses are the best way to reduce the risk of domestic violence and to hold perpetrators to account. |
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| F1 Service Standard | The organisation takes a positive and active role in creating inter-agency cooperation and supports the development of co-ordinated community responses to domestic violence |
| Purpose | To ensure that all opportunities to maximise victim safety and to hold perpetrators to account are taken. |

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| <p>Evidence</p> <p>F1.4 The organisation takes steps to create co-ordination between professionals on a case-by-case basis.</p> <p>F1.5 The organisation supports the development of effective criminal justice system responses to domestic violence. The organisation informs men that their violence is a criminal act and gives clear messages to their clients that encourage the reporting crimes.</p> <p>F1.6 The organisation has effective referral pathways to agencies responding to alcohol and drug misuse and to mental health agencies.</p> <p>F1.8 The ISS supports women in using the criminal and civil justice remedies to protect themselves and others from their partner’s abusive behaviour. ISS staff have knowledge of and expect an effective response from criminal justice personnel: where their clients do not receive this the ISS staff inform their manager, where present, or take appropriate action themselves to raise their concerns at a senior level.</p> |
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GLOSSARY OF TERMS USED IN THE STANDARD

| Term | Definition |
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| Abuser | One of the terms used to describe someone who is using violence, abuse and controlling behaviour against their intimate partner or ex-partner. The term perpetrator is another term and is the one used in this Standard. As the Standard applies only to work with male abusers/perpetrators the word "man" is sometimes used, particularly when the subject of the text is not concerned with the abusive behaviour. |
| Accreditation | The process of assessment and eventual decision that an organisation has satisfied all the requirements of this Standard. |
| Accreditation assessment | The various activities carried out to assess how far the organisation is meeting the requirements of the Standard. This will include: interviews with staff; watching recordings of group work with men; examining case files and other activities as required. |
| Accreditation panel | The independent panel appointed to scrutinise the assessment procedure and come to an independent decision about whether or not an organisation has satisfied the requirements of the Standard and can therefore be accredited. |
| Assessment | See separate listings for programme suitability assessment; risk assessment; accreditation assessment. |
| Case management | Case management is part of the risk management process as well as a mechanism for ensuring effective service delivery. It is expected that staff will communicate with each other on a day to day basis, in a way that is responsive to changes in risk regarding clients. While the term case management encompasses this, it is used in the standard specifically to refer to a routine, systematic and comprehensive process that reviews risk and progress of work with all clients. As part of the case management process, decisions will be made and recorded as to how best to respond to individual needs or behaviour. |
| Child contact and residence proceedings | Also known as Children Act private proceedings Section 8. These are civil court proceedings (see below) to settle disputes between parents or carers or others about where a child should live and with whom (residence) and whom they should have contact with and how (contact). |
| Civil proceedings | Court proceedings which take place in the civil, rather than criminal courts and are therefore between individuals (or in some situations, between individuals and organisations), rather than between an individual and the Crown Prosecution Service. In responding to domestic violence, these cases are therefore usually between the victim of violence and the perpetrator. Relevant civil proceedings include applications for occupancy (or ouster), non-molestation (or protection) and harassment (or stalking) injunctions/orders. Other relevant civil proceedings include child contact and residence (see above). The person applying for the order is known as the applicant and the person responding is known as the respondent. |

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| Clinical supervision | Clinical supervision is a term commonly used within counselling and psychology practices. In social care the terms consultancy or external supervision or non line management supervision are also used. These terms refer to the supervision and professional guidance provided by someone external to the organisation with specific relevant skills and knowledge, for staff who work with clients, to give them opportunities to consider how they work with their clients, how their personal responses to clients may affect the work and to improve how they use the relationships they have with clients as tools for change. |
| Co-ordinated community response | A response to, for example, domestic violence in which all relevant agencies, individuals and ideally the community as a whole are involved. In domestic violence work, this has been demonstrated to be the most effective way of protecting victims and children and holding perpetrators to account. This usually involves the police, courts, specialist domestic violence agencies, child protection authorities, housing and others as relevant. |
| Couples work | Any work with both adult intimate partners at the same time and usually in the same room, but without additional family members. This includes couples counselling and mediation. |
| Conjoint work | Any work where both adult intimate partners or ex-partners are present in the same room, such as family therapy, couples counselling, mediation. |
| Criminal justice proceedings | Court proceedings which take place in criminal courts and under criminal law, rather than civil law (see above), taken out by the Crown Prosecution Service (CPS) against an individual alleged to have committed a criminal offence. |
| Cross cultural working | Working with clients from different cultures in ways which are respectful of differences of culture. In domestic violence work this presents particular challenges such as being able to recognise the use of culture as a justification for abuse and views on women in general and respond to such justifications clearly and in ways that help to support change. This is likely to include helping people to revise their understanding of what their culture means to them and changing some of the ways they describe and live out their culture. |
| DVPP | Domestic Violence Prevention Programme. In this Standard, this is taken to mean all the work with men who use violence against their partner, in order to help to hold them to account and to prevent them from continuing to abuse. See B2.2 for the range of activities included. |
| DVPS | Domestic Violence Prevention Service. The DVPP working with men and the ISS working with women together form the Domestic Violence Prevention Service. This is sometimes referred to in this document as "the organisation". |
| Extent | The amount of, for example, domestic violence in the population or a given section of the population. |
| Governing body/Board | The entity responsible for the overall management and direction of the organisation seeking accreditation. In most organisations running a DVPS this will be a voluntary management committee. Where the service is commissioned by a particular agency, this may be the commissioning body, or it may be a management sub-group of larger |

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| | interagency partnership. This arrangement will vary and will always include a coherent management structure, clear lines of accountability and a governing body responsible for these. |
| Incidence | The number of individual incidents of something happening, in this case, individual incidents of domestic violence. |
| ISS | Integrated Support Service. This is the service for the partners and ex-partners of programme participants. The range of work of the ISS of an accredited organisation is described throughout this document and particularly in B2.1 |
| Line management | Line management or supervision is the mechanism to monitor the effectiveness and welfare of individual staff. Managers and staff frequently discuss their work and deal with problems or questions as they arise. However, line management also includes time set aside specifically to focus on the development and performance of a member of staff, with a written record of what is discussed and agreed. |
| MAPPA | Multi Agency Public Protection Arrangement, convened by the Multi Agency Public Protection Panel (MAPPP), a locally based multi agency group with statutory responsibilities to protect the public from named individuals assessed as being at high risk of committing violent and sexual offences. |
| MARAC | Multi Agency Risk Assessment Conference. This is a locally initiated multi agency group who convene regularly to monitor risk of domestic violence involving specific named individuals and to agree and monitor action to reduce that risk. Usually this will include police, probation, DVPS, child protection agencies, women's organisations and others as relevant. |
| Model of work | The aims, underlying philosophy, content and methods for delivering the service. This will include descriptions of all activities including programme work and case management. It will also include a description of the theoretical and philosophical basis for the work. |
| Perpetrator | The term commonly used and the one used in this Standard to describe someone who is abusing or has recently abused their partner or ex-partner and/or children. Another commonly used term is abuser. As this Standard is applicable to organisations working only with male perpetrators of domestic violence the term "man" may sometimes also be used, particularly where the person's abusive behaviour is not the most relevant characteristic. |
| Practice-Treatment management | The process through which the delivery of the organisation's model of work is monitored. This should cover the ISS, DVPP and assessment processes. Commonly, one senior practitioner has responsibility for this. |
| Pre-programme work | Work carried out with an individual who is waiting to join a group work programme and is part of the preparation for the main programme. This pre-programme work can be in group or individual sessions. It will often include familiarising the man with programme material, helping to sustain motivation for change and continuing to monitor risk. |
| Prevalence | The number of people experiencing a particular condition or situation, in this case, domestic violence. |
| Proactive contact | Taking the initiative and making repeated efforts to make contact with someone (in this case, women referred to the ISS) and not waiting for |

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| | them to make contact themselves. See B2.1 for further details. |
| Programme completer | Individual who completes the entire DVPP group work programme (or in some cases, individual programme). |
| Programme starter | Individuals starting a DVPP group work programme (or in some cases, individual programme). Organisations monitoring how many men start and complete programmes will count programme starts as men attending their first session, which may not necessarily be the first module of the programme, if this is a rolling programme. |
| Programme suitability assessment | The process of assessing an individual's suitability for a particular programme. This is likely to include looking at levels of abuse used and risk presented, motivation to change, recognition of the abuse as a problem and capacity to take an active part in group work. |
| Referral | Person being put into contact with an organisation to receive their services and the process of doing this. |
| Risk | For the purposes of this Standard, risk is taken to mean risk of domestic violence occurring either by a particular individual or to another particular individual or both. |
| Risk assessment | The processes of assessing levels of risk from a particular individual to specific other individuals, or vice versa. This will usually include gathering relevant information about an individual's circumstances, behaviour and demographic data and reviewing this regularly, identifying when risk factors change and reacting to these. |
| Risk management | The process of monitoring and reviewing risk, identifying and carrying out or initiating suitable responses to reduce risk, monitoring and reviewing these. |
| Routine screening | Asking the same or similar questions about a specific condition, behaviour or situation, such as being a survivor of domestic violence, or being involved in social services investigations. |
| Self defence | This has a legal meaning and does not mean all acts of retaliatory violence. Acts of self defence must be in order to protect life and limb of the self or of another vulnerable person and must be in proportion to the danger presented by the other person. |
| Sessional staff | Staff who work for a short, fixed time, usually on a regular basis, rather than as full or part time employees. In this work facilitators of group work with men will often be sessional staff working with permanent staff. |
| Staff | Anyone who undertakes tasks on behalf of the organisation (paid or voluntary) |
| Survivor | This is a commonly used term to describe someone who is experiencing or has experienced domestic violence. Survivor is usually used to emphasise strength and resilience over victim status in someone who has been abused. Another commonly used term is victim. Although these terms are sometimes taken to mean the same thing, they have slightly different meanings and sometimes one is more accurate than the other and both are used in this Standard. See below for a definition of the term "victim". Some individuals and organisations have a preference for one or other term. As this Standard currently applies only to organisations working with male perpetrators (see above for a definition of this term) of female partners or ex-partners, the term |

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| | <p>"woman" may also be used, though this will not apply to future standards for work with other categories of perpetrators and their partners/ex-partners. Wherever there is no need for a specific one of these terms to be used, the terms "survivor" or "woman" will be used.</p> |
| Victim | <p>The legal term for someone who is the object of a crime or series of criminal acts. It is therefore also a commonly used term to describe someone who has experienced or is experiencing domestic violence. Criminal justice agencies in particular often use this term rather than the other commonly used term "survivor" (see above) as they are making a legal response. Agencies may also use this term to describe someone who is currently experiencing domestic violence as the person may not yet see themselves as having survived or the agency may need to be clear that they are currently the victim of a crime. The term victim is also the term used for someone who has been killed by their partner or has committed suicide as a result of the effects of the abuse. As this Standard currently applies only to organisations working with male perpetrators (see above for a definition of this term) of female partners or ex-partners, the term "woman" may also be used, though this will not apply to future standards for work with other categories of perpetrators and their partners/ex-partners. Wherever there is no need for a specific one of these terms to be used, the terms "survivor" or "woman" will be used.</p> |
| Violent resistance | <p>The use of violence in resistance to domestic violence and abuse, which may be after many years or incidents of abuse, out of a feeling that there is no other option or in reaction to feelings that there is nothing that will ever stop the person using abuse.</p> |