



National Service Standards for Domestic and Sexual Violence

October 2006

© Women's Aid Federation of England

National Service Standards for Domestic (and Sexual) Violence

Contents

SECTION 1 Introduction

About Women's Aid

Purpose and scope of this document

SECTION 2 Core Standards Underpinning All Services

1. Understanding domestic and sexual violence and its impact
2. Safety
3. Diversity and equal access to services
4. Advocacy
5. Empowerment and a survivor centred approach
6. Confidentiality
7. A co-ordinated community response
8. Responsibility for the violence and holding perpetrators accountable
9. Accountability

SECTION 3 Service-Specific Standards: Adult Services

10. Refuge Services
11. Resettlement Services
12. Outreach, Drop In, Advice & Floating Support Services
13. Independent Domestic Violence Advisers
14. Women's Services Linked To Perpetrator Programmes
15. Helplines

SECTION 4 Service-Specific Standards: Children And Young Peoples' services

16. Refuge Services
17. Outreach, Drop-Ins, Advice & Floating Support Services

SECTION 1 Introduction

About Women's Aid

Women's Aid Federation of England (Women's Aid) is the national domestic violence charity which co-ordinates and supports a network of over 370 local organisations in England, providing over 500 refuges, helplines, advocacy and outreach services. Our work is built on over 30 years of campaigning and working in partnership to promote the need for an integrated approach to prevent domestic violence and to support and empower abused women and children.

Women's Aid's mission is to lead in preventing and ending domestic violence, and in advocating and ensuring the safety of abused women and children. There are three key arms to our strategy: **protection, provision and prevention.**

We aim:

- To improve the standards of **protection** available to women and children by ensuring that their needs inform developments in law, policy and practice.
- To ensure the **provision** of high quality services for abused women and children
- To work towards the **prevention** of domestic and sexual violence through public education, particularly with young people.

Purpose and scope of this document

Over the last 6 years Women's Aid has worked closely with the national network of services to respond effectively and appropriately to the development of generic service standards for supported housing services through the Quality Assessment Framework (QUAF) introduced with the Supporting People programme. This has included not only refuge services but also outreach, floating support and resettlement services. We have supported our member services in numerous ways to meet the demands of the new regime and the scheme reviews by local authorities, in particular through the development of model policies and procedures against which services could benchmark themselves and the delivery of training through annual regional seminars.

However the QUAF for Supporting People and other generic standards that organisations have achieved (Investors In People, Community Legal Services accreditation etc) do not address the specific standards required to deliver effective domestic and sexual violence services. Through feedback from member services within the national network, it was recognised that there also needed to be a mechanism for the commissioning and assessment of effective and appropriate domestic and sexual violence services, to encourage the delivery of high-quality services and maintain the holistic package of service provision that the sector had spent 30 years trying to develop.

Following funding for 2005-06 from ODPM and the Change Up programme for the development of national service standards and an accredited training programme, Women's Aid commissioned Stuart-Angus Associates Ltd to develop National Service Standards (NSS) for domestic violence (DV) services.

As a result the National Service Standards have now been developed as a working document and were presented at Women's Aid Annual National Conference 2006 as the beginning of a wider consultation process.

Development of service standards for all services working with survivors

Following the first round of consultation, it was apparent that service standards for responding to domestic violence are needed across all the different services that work with domestic violence survivors i.e. for both specialist domestic and sexual violence services and non-specialised organisations. The standards have now been widened not only to include **core standards** (principles) for anyone providing services to victims/survivors of domestic violence as well as **specific standards** for different types of service provision, but also to recognise a wider violence against women (VAW) approach.

In reality domestic violence includes sexual violence, and sexual violence includes domestic violence (for example, many women coming to refuges have been sexually assaulted and the majority of rapes are by known intimates), and many service providers are already delivering a range of domestic and sexual violence services. It is therefore important to reflect this knowledge in the NSS as well as to explore how wider VAW services should be reflected within the service standards.

There is a tendency (even in the Violence Against Women sector) to put different forms of abuse in 'silos' as well as different kinds of services. Given the increasing need to integrate services, the pressure to merge service provision at local level, and the fact that commissioners of services are more and more likely to commission integrated services, we have taken the view that we need to ensure that we are well prepared, by developing specialist standards that recognise all aspects of both domestic violence and sexual violence services.

The NSS in this document therefore relate specifically to domestic and sexual violence rather than generic organisational standards. We also intend to cross-reference the standards to existing organisational standards to which local services are working (e.g. within the Supporting People framework) and assess whether further specific organisational standards are needed to cover all services.

The core standards will apply to all services, and the specialist sections will be specific to relevant forms of service delivery. This will then give us the capacity to either add sections on other VAW services that are not covered by the current sections or to amend what we have to be more inclusive.

The NSS also complement other existing standards that already underpin some aspects of domestic violence service provision such as the Supporting People Quality Assurance Framework, the OFSTED requirements for children's services and the Common Assessment Framework from Every Child Matters, Investors in People etc and where appropriate these can be 'passported' across.

The Home Office has now funded Women's Aid (England) to continue with the work required to finalise the National Service Standards for Domestic & Sexual Violence (NSSDSV) through consultation on the identified core NSSDSV with the wider network of potential stakeholders. Women's Aid will then need to secure funding for implementation once they are finalised.

The next steps – standards for all services and a commissioning framework

- Consultation with a wider group of stakeholders to ensure that the core standards are relevant to all services, and other stakeholders providing non-specialised services within a generic role.
- Work with government departments (Home Office, Communities & Local Government, Dept for Education & Skills) to secure support and endorsement for the implementation of the national service standards and to embed National Service Standards for Domestic and Sexual Violence (NSSDSV) within the planning, commissioning and delivery of all specialised and non-specialised domestic and sexual violence services.

We have already begun to identify how these standards will be evidenced to support the commissioning process, and this will be further developed over the next 3 months. We will also be looking at how the standards can be implemented and embedded as part of the services commissioning process at local level. In the longer term we will be working to deliver accredited training to underpin the service standards as well as any future National Occupational Standards for anyone delivering domestic violence provision.

The Accredited Training Programme

The foundation training units (Open College Network Level 3 - Total: 33 OCN credits) have been developed with experienced Women's Aid practitioners and trainers, incorporating the requirements of IDVA training, and including:

Understanding the Dynamics of Domestic and Sexual Violence

The Role and Skills of Domestic and Sexual Violence Practitioners

The Role of the Domestic and Sexual Violence Practitioner at the Point of Crisis

Risk Management and Safety Planning for Domestic and Sexual Violence Services

Domestic and Sexual Violence Services and a Co-ordinated Community Response

Domestic and Sexual Violence and Legal Issues

Equality and Diversity in Domestic and Sexual Violence Services

Working with Children/Young People in Domestic and Sexual Violence Services

Understanding Child Protection in Domestic and Sexual Violence Services

The Practice of Advocacy in Domestic Violence Services

Promoting Effective Communication in The Workplace

Acknowledgements:

Women's Aid thanks everyone from the many different services across England who took the time to contribute to the development of the National Service Standards for Domestic & Sexual Violence either through attendance in consultation meetings or by sending in written comments. We also want to thank the members of the Advisory Group whose suggestions and guidance were critical to this work. This includes:

Karen Ingala Smith, Eaves Housing for Women, Women's Aid Chair
Marai Larasi, The Nia Project, Women's Aid Vice Chair
Gill Edwards, Welsh Women's Aid
Jo Todd, Respect
Diana Barron, CAADA
Davina James Hanman, Greater London Domestic Violence Project
Hannana Siddiqui, Southall Black Sisters
John Dunworth, Home Office Domestic Violence Unit
Maff Potts, Department for Communities and Local Government
Vienna Duff, formerly Worcester Women's Aid
Maureen Connolly, Birmingham & Solihull Women's Aid
Jan Frances, Herefordshire Women's Aid
Deborah Stuart-Angus, Stuart-Angus Associates
Susan Inker, Stuart-Angus Associates
Eleri Butler, Policy Services & Development Manager, Women's Aid
Nicola Harwin, CEO, Women's Aid and Advisory Group Chair

Please can you send any feedback to standards@womensaid.org.uk by **1st December 2006**. The lead contact is Deborah McIlveen, National Services Development Manager, Women's Aid.

SECTION 2 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 nature, prevalence, 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 apply anti-discriminatory practice to all aspects of their work; survivors are 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 that survivors are able to 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 that they promote service-user involvement in the development and delivery of services
- 6. Confidentiality**
Services respect and observe survivors' right to confidentiality and ensure that they 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 delivery to ensure a culture of intolerance about domestic and sexual violence is developed in agencies, communities and 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 are managed effectively so that survivors receive a quality service from appropriately skilled staff

SECTION 2 Core Standards Underpinning All Services

1. Understanding domestic violence and its impact

Outcome: Services demonstrate an appropriate and informed approach to service delivery, which recognises the nature, prevalence, dynamics and effects of domestic and sexual violence

Standard
<p>Standard 1.1</p> <p>Services operate from a position which understand that domestic violence is a pattern of coercive and controlling behaviour; and 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 within relationships; 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. Services therefore work to a common definition of what constitutes domestic and sexual violence, its dynamics and the impact on survivors.</p>
<p>Standard 1.2</p> <p>Services operate from the position which recognises that particular social and cultural identities, needs and experiences impact on those experiencing domestic and sexual violence (and that particular groups may face disadvantage as a result). Services address this when working with survivors in terms of</p> <ul style="list-style-type: none">• how domestic and sexual violence is experienced• the expectations and needs of survivors• the responses received from service providers both voluntary and statutory
<p>Standard 1.3</p> <p>Services operate from the position which recognises the links between domestic and sexual violence, woman abuse, and the abuse and neglect of children; that witnessing domestic violence also constitutes harm to a child or young person; and that acknowledges the implications of the above for help-seeking, service provision, child and adult protection.</p>
<p>Standard 1.4</p> <p>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.</p>

Standard 1.5

Services operate from a position 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.

Standard 1.6

Services operate from a position where survivors are listened to and heard with empathy, and provide a non-judgmental response.

2. Safety

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

Standard

Standard 2.1

Services operate from the position that safety is paramount and that all survivors and staff have a right to be protected from abuse, and will take action in accordance with procedures to ensure this.

Standard 2.2

Services recognise that confidentiality and privacy are key to enabling disclosure and effective support; services are delivered from safe venues away from perpetrators including separate provision for women and men survivors.

Standard 2.3

Services identify the immediate risk of harm to survivors by undertaking an initial risk assessment, and respond by providing appropriate information and conducting safety planning with survivors to reduce the identified risk.

Standard 2.4

Services that provide ongoing support to survivors' follow-up the initial assessment with a comprehensive assessment of the risk to survivors and provide safety planning, support and advocacy to help reduce and manage the identified risk.

Standard 2.5

Services providing casework support operate from an understanding that risk identification and assessment contributes to a framework for risk management, safety planning and decision-making, and is therefore a dynamic process, requiring assessments to be monitored and reviewed regularly.

Standard 2.6

Services contribute to risk assessments conducted by other agencies by providing specialist advice and information to professionals assessing risk of harm to survivors

Standard 2.7

Services providing casework support proactively contact survivors (adults and children) if they have specific concerns for their or their child's safety.

Standard 2.8

Services ensure that all meetings with survivors are always conducted in a safe environment. Wherever possible, meetings are not conducted in a survivor's home if they are still living with the perpetrator of domestic violence or the perpetrator is likely to visit.

Standard 2.9

Services comply with current national and local legal framework with regard adult and child protection, information sharing, and data protection including compliance with Local Safeguarding Children Board's policies & procedures and any obligations that may ensue as a result of a child being placed on the Child Protection Register.

Standard 2.10

Services have systems to communicate effectively with children and young people about their safety and welfare, and to respond appropriately with consideration to specific communication or language needs.

Standard 2.11

Services ensure that wherever there is a conflict of interest between the child and the mother, where staffing permits, separate support workers are provided to support each of them with an understanding that it is in the public interest to safeguard the child's welfare.

<p>Standard 2.12</p> <p>Services ensure that all relevant staff working with children and young people are competent to complete a common assessment for a child or young person as nationally specified by the Common Assessment Framework.</p>
<p>Standard 2.13</p> <p>Services have clear policies against all forms of violence and physical punishment against children and reinforce this with survivors and staff through the provision of information and resource materials.</p>
<p>Standard 2.14</p> <p>Services take prompt action in response to individual complaints or concerns from survivors and children and staff about actual or suspected abuse from providers or users of services.</p>
<p>Standard 2.15</p> <p>Services ensure that information about safety is accessible to survivors; and that information about survivors is kept safely, confidentially and securely, and accessed on a need to know basis in accordance with policy and multi agency information sharing protocols</p>

3 Diversity and equal access to services

Outcome: Services respect the diversity of survivors and apply anti-discriminatory practice to all aspects of their work; survivors are supported and assisted to access services on an equitable basis, irrespective of age, class, culture, disability, economic status, faith, gender, HIV status, marital status, mental health issues, race, religion, sexual orientation, substance misuse or other social identity factors

Standard
<p>Standard 3.1</p> <p>Services have well-publicised and accessible policies and procedures that clearly define the eligibility criteria for services provided, including referral and signposting to appropriate services for survivors who may fall outside their eligibility guidelines.</p>
<p>Standard 3.2</p> <p>Within their eligibility criteria, services offer gender specific provision so that safety is ensured, risk is minimised and appropriate support is provided; such provision includes safe and separate services for men and women who are survivors including specific safe provision for those in same sex relationships</p>

<p>Standard 3.3</p> <p>Services demonstrate that within their eligibility criteria they meet the primary needs of survivors within the requirements of relevant equalities legislation, and provide separate specialist services where appropriate or assist with access to appropriate services.</p>
<p>Standard 3.4</p> <p>Services have equal opportunities policies and procedures and anti-discriminatory practices, for service delivery, employment and participation</p>
<p>Standard 3.5</p> <p>Services provide written and accessible information on the organisation, the services available and how to access them, in plain English and other languages and formats, as appropriate</p>
<p>Standard 3.6</p> <p>Services use trained interpreters and signers, who are also trained in domestic and sexual violence, to preclude the use of family or friends, unless in an emergency.</p>
<p>Standard 3.7</p> <p>Specialist services that provide dedicated support to survivors (adults and children) from Black and other minority communities should - where funding allows - provide individual support from:</p> <ul style="list-style-type: none"> - Bi-lingual staff - In a first language - Appropriate to meeting survivors (adults and children) diverse needs.
<p>Standard 3.8</p> <p>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.</p>
<p>Standard 3.9</p> <p>Services respond to survivors with insecure immigration status, and ensure staff are aware of the relevant legal issues and can provide or refer to appropriate legal advice services where necessary.</p>
<p>Standard 3.10</p> <p>Services maintain good links with specialist agencies that work with people from diverse backgrounds, and use multi-agency networks to promote access to services.</p>

Standard 3.11

Services comply with all relevant equality legislation, guidance and statutory codes of practice, including gender, disability and race duty to promote equality, and equal access to services.

4 Advocacy

Outcome: Services provide both institutional and individual advocacy to support and promote the needs and rights of survivors. All services provide both *individual advocacy* (supporting and assisting a survivor with their consent to identify and advocate for their needs and rights) and *institutional advocacy* (seeking to influence and change law policy and practice for the benefit of all victims/survivors of domestic and sexual violence)

Standard
<p>Standard 4.1</p> <p>Specialist domestic violence services provide services and support that are independent of criminal justice or local authority jurisdiction or of other statutory agency.</p>
<p>Standard 4.2</p> <p>Services ensure that all support staff have a thorough understanding of the levels of risk for survivors (adults and children) and how risk is assessed and are able to assess the suitability of options to minimise this risk and increase survivor safety.</p>
<p>Standard 4.3</p> <p>Services ensure all support staff are trained and know about the statutory framework for responding to domestic violence; survivors' rights and entitlements within existing systems, and offer effective individual and institutional advocacy.</p>
<p>Standard 4.4</p> <p>Services develop and implement support and safety plans with survivors and all plans are regularly and appropriately reviewed.</p>
<p>Standard 4.5</p> <p>Services ensure 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</p>

Standard 4.6

Services understanding the legal requirements of information sharing (see standards 6), and work within the parameters of information sharing protocols and requirements by:

- Using a written consent form for sharing information with different agencies.
- Seeking the survivor's consent before disclosing personal information to other organisations.
- Sharing information on a need to know basis to achieve the survivor's desired outcome.

Standard 4.7

Services maintain up to date referral lists of local statutory and voluntary services, and ensure staff are knowledgeable about availability and access in the local area, and only refer survivors in response to individually identified need.

Standard 4.8

Services liaise regularly with other agencies to develop positive 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 of survivors.

Standard 4.9

Services have mechanisms to give feedback from survivors about agency practices and protocols which may impact on survivor's safety and well being. This includes:

- Appropriately and consistently challenge policies and practice of statutory agencies.
- Promoting the best interests of survivors.
- Promoting safety on an equitable basis.

Standard 4.10

Services ensure survivors are informed of agencies' complaints procedures.

Standard 4.11

Services raise awareness within the community and among other professionals about the human and legal rights of adults, children's and young people's in relation to domestic and sexual violence.

Standard 4.12

Services participate in policy and strategy developments or reviews locally and nationally (within their given capacity), and specialist domestic and sexual violence services contribute to national census or data collection of local services co-ordinated through Women's Aid.

5. Empowerment and a survivor-centered approach

Outcome: Services ensure that survivors are able to 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 that they promote service-user involvement in the development and delivery of services

Standard
<p>Standard 5.1</p> <p>Services provide a written statement on the rights and responsibilities of survivors which is displayed, accessible and explained to survivors on entry to the service and reinforced where necessary.</p>
<p>Standard 5.2</p> <p>Services provide a clear and accessible statement of the responsibilities of staff in relation to survivors' rights - which is understood, implemented, reflected in practice and reinforced through induction, support, supervision and management measures.</p>
<p>Standard 5.3</p> <p>Services provide timely, pro-active support which is non judgmental and flexible enough to meet survivor's (adults and children' individual needs.</p>
<p>Standard 5.4</p> <p>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</p>
<p>Standard 5.5</p> <p>Services provide support for survivors, which encourages them to exercise control over their own lives, to live without abuse, to fulfil their potential, and to make informed positive choices for themselves and their children.</p>
<p>Standard 5.6</p> <p>Services enable adult survivors to support and protect their children; and enable the regular exchange of information about their children between adult survivors and staff.</p>
<p>Standard 5.7</p> <p>Where children and young people are users of services they are informed of their rights</p>

and responsibilities as a user of that service, in age appropriate and child friendly formats.

Standard 5.8
Services use a range of methods to consult survivors to inform management, service delivery, and policy development.

6. Confidentiality

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

Standard
Standard 6.1 Services have a confidentiality, data protection and freedom to information policy for survivors and providers of services; services ensure that all information relating to survivors or staff is not inappropriately disclosed and that all personal information recorded on computers is secure.
Standard 6.2 Services will ensure that all policies about confidentiality, information-sharing and its limits are: <ul style="list-style-type: none">o Accessible;o Understood by survivors and children who are old enough;o Implemented by survivors, staff and providers;o Explain any associated survivor rights.
Standard 6.3 <ul style="list-style-type: none">o Services ensure that policies include explanations of situations which are regarded as 'exceptional circumstances' (Public Interest Disclosure Act 1998) - where confidentiality has to be broken.
Standard 6.4 Services ensure that access to survivors' personal records, and child protection records is restricted to those with a need to have access. Services they have a policy and procedure for accessing records in an emergency.
Standard 6.5 The service provides a statement on confidentiality to partner agencies, setting out the principles governing the sharing of information.

7. A coordinated community response

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

Standard
<p>Standard 7.1</p> <p>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.</p>
<p>Standard 7.2</p> <p>Services understand the roles and responsibilities of different statutory services and the importance of partnership working.</p>
<p>Standard 7.3</p> <p>Services develop effective multi- and inter-agency partnership working for example with Domestic Violence Fora, Multi-Agency Risk Assessment Conferences (MARACs), Multi Agency Public Protection Arrangements (MAPPA), and Local Safeguarding Children Boards (LSCBs).</p>
<p>Standard 7.4</p> <p>Services have mechanisms in place to share information appropriately and safely, including information sharing protocols within a multi-agency framework.</p>
<p>Standard 7.5</p> <p>Services promote awareness amongst the judiciary, courts and solicitors of domestic and sexual violence and its effects on women and children and develop professional relationships</p>
<p>Standard 7.6</p> <p>Services promote awareness within the community and among other professionals is promoted about children's and young people's rights</p>

8. Responsibility for the violence and holding perpetrators accountable

Outcome: Services operate within a culture that recognises that perpetrators must take responsibility for their violent and abusive behaviour and have an understanding of the different context in which men's and women's violence occurs.

Standard
<p>Standard 8.1</p> <p>Services believe that perpetrators have sole responsibility for their violence, and that the safety of women and children is paramount; this informs service provision, risk assessment and safety planning.</p>
<p>Standard 8.2</p> <p>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:</p> <ul style="list-style-type: none">– 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– Services work to a common definition of what constitutes domestic and sexual violence, its dynamics and the impact on women and children.– Men's violence against female partners 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 women were socialised as girls).
<p>Standard 8.3</p> <p>Services ensure they only work with, promote, or refer to perpetrator programmes that meet <i>Respect</i> minimum standards and principles, and that services ensure survivors have realistic expectations about the opportunities and potential risks of such programmes.</p>
<p>Standard 8.4</p> <p>Services ensure that survivors are empowered to recognise that responsibility of the violence rests with perpetrators, and the importance of focussing on their own and their children's needs, and not that of the perpetrator.</p>

9. Accountability

Outcome: Services are managed effectively so that survivors receive a quality service from appropriately skilled staff

Standard
Standard 9.1 Services provide effective management and delivery of services that are sensitive and appropriate for survivors ' needs
Standard 9.2 Services meet their stated mission and values, and have transparent systems in place to ensure ongoing service reviews and accountability to service users.

SECTION 3 Service-Specific Standards: Adult Services

10. Refuge services

Outcome: Refuge services offer integrated provision of emergency accommodation advocacy and support for survivors (both adults and children) , which is gender specific and appropriate, and in accordance with the standards below and with Core Standards 1 – 9 in Section 2 above.

Standard
Standard 10.1 Services have written, accessible and well-publicised policy and procedures clearly defining the eligibility guidelines for the service, accompanied by a clearly defined interview / intake process.
Standard 10.2 Services provide a public access contact number and are accessible through the UK Refuges On Line System
Standard 10.3 Services employ women key-workers and support staff in refuges for women and children, in order to provide effective delivery of services in a safe women-only environment,

Standard 10.4

Services providing refuges for women and children have clear guidelines for access to the refuge accommodation by male professionals, for example legal professionals or maintenance staff.

Standard 10.5

Services ensure the address and location of refuge houses is treated as highly confidential and not made available to the general public; visitors and other professionals who need to know the address are informed of the need for confidentiality.

Standard 10.6

Services ensure that the safety of the refuge is a priority at all times; that there are adequate, safe and maintained security systems, which may include external surveillance systems; and that access by anyone to the premises is monitored and checked accordingly.

Standard 10.7

Services ensure that they have a clearly written referral and admission policy, and in refuges for women and children, will include measures to provide accessible services, or enable access to appropriate services, for all women including:

- Women over 16 and up to any age;
- Women from black and minority communities including travelling women, asylum seekers and refugees, and women without recourse to public funds;
- Women who do not speak English as their first language;
- Disabled women;
- Lesbians and bi-sexual women;
- Post-operative transgender women;
- Women with problematic substance use;
- Women with mental health problems;
- Women who are employed and on low incomes;
- Women with HIV.

Standard 10.8

Services that are unable to provide the level of support necessary for women referred to the service ensure that systems are in place to work in partnership with other organisations to provide additional support, or to refer to alternative and appropriate service provision.

Standard 10.9

Services will only refuse admission to the refuge and refer to another appropriate service if:

- There is no space (except in out of hours emergency)
- There is a lack of or inadequate support needs;
- There is a potential risk to the other residents;
- The woman has requirements for pets that cannot be met;
- The woman has a male dependent over the age of 16 (as a general guideline).

Standard 10.10

Services ensure that in an emergency out of hours, the organisation will either accommodate women overnight or have arrangements in place for women to access alternative safe accommodation, until a referral to a refuge or other appropriate supported housing provider can be made.

Standard 10.11

Services have written and accessible refuge rules that maintain a balance between rights and responsibilities for all residents, including clear policies and guidelines about the behaviour expected of children.

Standard 10.12

Services ensure that survivors receive an information pack about services available, survivors' rights and responsibilities, complaints procedure and local resources. This is provided in an accessible format, and explained and discussed from the outset.

Standard 10.13

Services issue survivors with an appropriate occupation agreement (licence or tenancy) promptly on entering the refuge, that states survivor rights and responsibilities, and how agreements can be terminated, in compliance with relevant housing law.

Standard 10.14

Services carry out an initial assessment of need, followed by a more in depth second stage assessment of the needs of women, children and young people, to inform the development of a support plan. Needs assessments should include

- Accommodation and personal support needs;
- Assessment and management of risk;
- Strengths that the individual can bring to bear in a (risk) situation;
- Preferred methods of communication;
- Family and social contact;
- Education, training or occupation;
- Cultural and faith needs;
- Income;
- Physical and mental health care;
- Provision of disability equipment;
- Legal protection.

Safety and support plan should include:

- Risk Assessments;
- Safety Plans covering full range of safety options;
- MARAC or other multi agency risk management referral if necessary;
- Plans to meet survivors (adults and children)' specific individual needs;
- Documented survivor's input, and survivor-centred goals;
- Plans and progress towards achieving goals;
- Referrals and/or advocacy to other agencies/services;
- Information about understanding domestic violence.

Standard 10.15

Services provide a written individual support and safety plan is agreed with the survivor, implemented and regularly reviewed.

Standard 10.16

Services provide the full range of advocacy services for survivors including in their relations with the justice system (criminal civil and family), housing, health, benefits, education and training, immigration, child protection and vulnerable adults systems. Services provide information about the following range of options and services:

- Housing support and local authorities' other responsibilities for survivors (adults and children);
- Civil and criminal court systems, processes and practices;
- Legal remedies, non-molestation and occupation orders through the civil courts;
- The criminal process from initial call-out, through evidence-gathering to any pending or actual trial;
- Child welfare and protection;
- Family justice system processes regarding children;
- Care services;
- Health and mental healthcare services;
- Benefits and money advice;
- Education and training;
- Specialist community based services.

Standard 10.17

Services provide a range of interventions which aim to empower survivors to take control of their own lives and achieve safe outcomes, including help and support to refuge residents to access other services, and accompany survivors where necessary.

Standard 10.18

Services facilitate self help, co-operation, and survivor consultation between survivors resident in the refuges, through:

- House meetings;
- Communal events;

- Training and education opportunities;
- Support groups.

Standard 10.19

Services demonstrate proactive work with survivors to enable planned and safe move-on arrangements from the refuge, either through re-housing or returning safely to their home.

Standard 10.20

Services ensure that when making referrals to other services, the accuracy and level of any potential risk is reflected within the referral information.

Standard 10.21

Services ensure that all staff in a refuge record and store information on their work, in line with policy and procedures and relevant legislation, and according to Supporting People and local authority requirements

Standard 10.22

Services comply with equalities legislation and statutory requirements, and continue to seek to improve access for survivors regardless of age, class, culture, disability, economic status, faith, gender, HIV status, marital status, mental health issues, race, religion, sexual orientation, substance misuse or other social identity factor.

Standard 10.23

Services operate within the national network of refuge services and participate in the Women's Aid annual census of refuge provision

Standard 10.24

Services meet women's cultural or other identified needs through the provision of specialist services for women and children from Black and other minority communities.

11. Re-settlement services

Outcome: Services offer support, advocacy and help to survivors and their children who have left a refuge service and have re-settled in the community in accordance with the standards below and Core Standards 1 – 9 in Section 2 above

Standard
Standard 11.1 Services re-assess the needs of all families following the same principles and procedures used in the initial and comprehensive assessments.
Standard 11.2 Services prepare a re-settlement plan for survivors which records and identifies the duration and actions agreed
Standard 11.3 Services providing resettlement will ensure the following: <ul style="list-style-type: none">• Expert information and understanding of housing rights and responsibilities• Protective measures e.g. Sanctuary schemes, legal protection, or child protection referrals if required• Practical help and resources to enable access to furniture, possessions• Benefits and money advice• Links to schools and health services,• Young people's support and activity groups including links to local community groups• Women only support groups and parallel support groups for children and young people• Training, work experience, personal development & life skills• Volunteering opportunities• Referrals to professional agencies who may offer assistance e.g. counselling

12. Outreach, drop-in, advice & floating support services

Outcome: Services offer support, advocacy, information, safety planning, and risk management where appropriate, to survivors before, during and after separation, as appropriate, in accordance with the standards below and Core Standards 1 -9 in Section 2 above.

Standard
Standard 12.1 Services have written, accessible and well-publicised public contact systems for survivors and young people seeking assistance with domestic violence.

<p>Standard 12.2</p> <p>Services set out specific arrangements for availability of and access to outreach services, including the nature of services provided, the level of support and contact offered, and the dedicated times the services are available.</p>
<p>Standard 12.3</p> <p>Services have clearly written, accessible and well-publicised referral policies, clear eligibility guidelines for access to services, including outlining who may fall outside their eligibility for services.</p>
<p>Standard 12.4</p> <p>Services that are unable to provide the level of support necessary for survivors referred to the service must ensure that systems are in place to work in partnership with other organisations to provide additional support, or to refer to alternative and appropriate service provision.</p>
<p>Standard 12.5</p> <p>Services are provided from a safe venue, that maximises confidentiality and privacy when disclosing domestic violence, including safe separate provision for women and men and specific safe provision for people in same sex relationships; services will not conduct home visits if the survivor is still living with the perpetrator, without appropriate risk assessment.</p>
<p>Standard 12.7</p> <p>Services provide a range of accessible and appropriate support to meet the diverse range of needs of survivors, with the understanding that there is not one model for outreach provision, but a range of interventions.</p>
<p>Standard 12.8</p> <p>Services that work as part of a multi-agency 'one stop shop' ensure that survivors have access to more than one entry point into the service, by providing alternative access routes for obtaining support and help.</p>
<p>Standard 12.9</p> <p>The service follow an initial assessment of risk with a more in depth assessment of the needs of survivors to inform the development of a support and safety plan.</p>
<p>Standard 12.10</p> <p>Services provide a written individual support and safety plan that is agreed with the</p>

survivor, which is implemented and regularly reviewed, and includes:

- Risk Assessments
- Safety Plans covering full range of safety options
- Multi-agency risk management referral if appropriate
- Plans to meet survivors' specific individual needs
- Documented survivors' input, and survivor-centred goals
- Plans and progress towards achieving goals
- Referrals and/or advocacy to other agencies/services
- Information about understanding domestic violence

Standard 12.11

Services provide the full range of advocacy services for survivors including in their relations with the justice system (criminal civil and family), housing, health, benefits, immigration, child protection and vulnerable adults systems.

Services provide information about the following range of options and services:

- Housing support and local authorities' other responsibilities for survivors (adults and children)
- Civil and criminal court systems, processes and practices
- Legal remedies, non-molestation and occupation orders through the civil courts
- The criminal process from initial call-out, through evidence-gathering to any pending or actual trial
- Child welfare and protection
- Family justice system processes regarding children
- Care services
- Health and mental healthcare services
- Benefits and money advice
- Education and training Specialist community based services

Standard 12.12

Services help and support survivors to access services accompanying them where necessary.

Standard 12.13

Services ensure that there is an agreed protocol for how contact with survivors is maintained, and how consent is given for proactive contact

Standard 12.14

Services ensure that out of hours, or in an emergency, information is provided about how to get to a place of safety and what services are accessible, providing contact details for 24-hour National Helplines.

<p>Standard 12.15</p> <p>Services meet women’s cultural or other identified needs through the provision of specialist services for women and children from Black and minority communities.</p>
<p>Standard 12.16</p> <p>Services comply with equalities legislation and statutory requirements, and continue to seek to improve access for survivors regardless of age, class, culture, disability, economic status, faith, gender, HIV status, marital status, mental health issues, race, religion, sexual orientation, substance misuse or other social identity factor.</p>
<p>Standard 12.17</p> <p>Services operate within the national network of domestic violence services and participate in the Women’s Aid annual census of outreach provision.</p>
<p>Standard 12.18</p> <p>Services that provide advice services are registered to do so and should comply with the Quality Mark framework and standards for legal information, advice and specialist legal services.</p>

13. Independent Domestic Violence Advisers (IDVAs)

Outcome: Services offer support, advocacy, safety planning, and risk management to survivors assessed as being at high-risk of harm and referred to them by statutory services at the point of crisis, and have outcomes in terms of reducing repeat victimisation and reduced attrition in the justice system, and operate in accordance with the standards below and Core Standards 1 -9 in Section 2 above.

NB: There is a separate section relating to the function of advocacy – applicable to all services – at 4 (page 11)

Standard
<p>Standard 13.1</p> <p>Services have written, accessible and well-publicised policy and procedures clearly defining the eligibility guidelines for the service, accompanied by a clearly defined interview / intake process.</p>
<p>Standard 13.2</p> <p>Services provide referral guidelines for survivors of domestic violence who may fall outside their eligibility guidelines, including a written and implemented policy and procedure for provision of services to male survivors of domestic violence.</p>

Standard 13.3

Services have a written policy for the duration of service provided to a survivor of domestic violence, including systems for ensuring they are appropriately referred to outreach services or refuges, once the IDVA service has withdrawn.

Standard 13.4

Services develop safety and support plans with survivors which include -

- Risk Assessment s
- Safety Plans covering full range of safety options
- MARAC or other multi agency risk management referral if necessary
- Plans to meet survivors (adults and children)' specific individual needs
- Documented survivor's input, and survivor-centred goals
- Plans and progress towards achieving goals
- Referrals and/or advocacy to other agencies/services
- Information about understanding domestic violence

Standard 13.5

Services provide a range of support, appropriate to the individual and diverse needs of survivors including:

- Advocacy
- Crisis support- telephone and face to face
- Information and referral

Standard 13.6

Services promote awareness amongst the judiciary, courts and solicitors of domestic violence and its effects on survivors and develop professional relationships

Standard 13.7

Services help and support survivors to access the following services:

- Civil and criminal court systems, processes and practices
- Legal remedies, non-molestation and occupation orders through the civil courts
- The criminal process from initial call-out, through evidence-gathering to the trial
- Family justice system processes regarding children
- Local authorities' housing and other responsibilities for survivors
- Refuges, resettlement, outreach and other and community based domestic violence services

Standard 13.8

Services ensure that all advocates are able to provide information which will demonstrate clear and measurable outcomes in terms of -

- Improved safety
- Reduction in repeat offences and repeat victimisation

- Fewer withdrawals of witness statements
- Increased reporting of children at risk of harm from domestic violence

Standard 13.9

Services ensure that the role of an IDVA is not be carried out by volunteers.

14. Women’s services linked to perpetrator’s programmes

Outcome: The primary aim of services which are linked to a voluntary sector perpetrator programme will be to increase the physical safety and emotional and psychological well-being of women and children. Such services must also comply with *Respect* national minimum standards and Core Standards 1 – 9 in Section 2 above.

Standard 14.1

Services are provided for

- a) the woman who was the subject of a man’s recent abuse
- b) any subsequent partner, and
- c) any ex-partners who the man has contact with whom are deemed to be at risk or who are suspected of being at risk.

Standard 14.2

Services are staffed by women only and understand that it is not appropriate for perpetrator service workers to provide this service.

Standard 14.3

Services are based in a venue where they guarantee women will not come into contact with their (ex)-partners

Standard 14.4

Services ensure they are safe and accessible to all women by providing services:

- in a safe environment in accordance with the woman’s needs
- in a venue where women will not come into contact with their (ex)partners
- accessible to disabled women
- accessible to women with language needs
- which meet the woman’s cultural needs
- with childcare facilities, or resources to pay for childminding

Standard 14.5

Services supporting more than one partner or ex-partner of the same man should ensure

<p>that a different worker provides support for each woman, and strategies are in place to make sure that the women do not meet and that they do not attend the same women's group.</p>
<p>Standard 14.6</p> <p>Services should give women complete confidentiality in relation to the man and services will ensure that men are never told whether their (ex) partner has had contact with the women's service and that no information on the nature or content of any contact is divulged.</p>
<p>Standard 14.7</p> <p>Services clearly and routinely explain to women:</p> <ul style="list-style-type: none"> • about their (ex) partner's limited confidentiality and what information they may or may not have access to • about their own confidentiality • about the service's child protection policies • how information is shared between perpetrator workers and women's support workers
<p>Standard 14.8</p> <p>Services ensure that women have to opt-in to multi-agency information sharing arrangements by giving their written consent; services explain clearly to each woman how information may be shared including:</p> <ul style="list-style-type: none"> • which agencies information might be shared with • what type of information might be shared
<p>Standard 14.9</p> <p>Services have systems in place to ensure information about women partners is promptly referred from the perpetrator programme, to encourage a pro-active contact protocol.</p>
<p>Standard 14.10</p> <p>Services offer face-to-face support to all women survivors in at least one of the following ways:</p> <ul style="list-style-type: none"> • A minimum of 6 individual sessions to plan strategies maximising safety and for emotional support • Weekly women's support group providing mutual emotional support and the chance to explore the effects of the violence and abuse and what it means to them, with other women who have experienced domestic violence too
<p>Standard 14.11</p> <p>Services pro-actively contact women as a matter of urgency if they have specific concerns for their or their children's safety</p>

Standard 14.12

Services (unless women directly and specifically request otherwise) inform women of the following, by post or telephone within one week of their (ex)partner's first contact with the project, and should continue to attempt contact with survivors until contact is made:

Information about the perpetrator programme:

- details of their (ex)partner's referral
- information about the programme, detailing how men may use and abuse programme materials
- information about how they can access information about the programme and her (ex)partner's attendance
- information which promotes realistic expectations regarding men's likelihood of changing as a result of their attendance on the programme

Information about services available to women:

- details of the women's service and how to access this
- information about the confidentiality policy
- clear messages about men's violence, and women and children's rights
- details of other specialist services, including crisis services, such as the Police; refuge services, advice services for legal, immigration and housing problems and other appropriate local and national services.

Pro-active phone contact:

Women should be pro-actively contacted by phone in order to

- check that she received and understands the postal information
- reach out to her to offer support
- check out what her practical and emotional needs are
- check if she has any special needs (language, disability)

Standard 14.13

Services inform women within one week of the following by post or telephone call:

- significant absences in her (ex)partner's attendance
- when her (ex)partner is assessed as unsuitable for the programme
- when her (ex)partner completes the programme
- when her (ex)partner drops out of the programme
- when her (ex)partner is breached or suspended from the programme

Standard 14.14

Services are available for at least 4 months after any (ex) partner has left perpetrator programme, and if at the end of this time the woman still has unmet needs, further work or appropriate referral to other services should be done.

15. Helplines

Outcome: Services offer a Helpline providing emotional and practical support and information to women and children experiencing domestic violence which plays a pivotal role in assisting women and children access to a place of safety in a women's refuge, as well as outreach and other services. The Helpline also offers support and information to friends, family members and external agencies that are calling on behalf of a survivor. Services operate in accordance to these standards and Core Standards 1 – 9 in Section 2 above.

Standard 15.1
Services have well-publicised, accessible, public contact systems for survivors seeking assistance with domestic violence.
Standard 15.2
Services ensure that help lines are answered by trained, female staff or volunteers who are familiar with relevant policies
Standard 15.3
Services ensure that a clearly written and accessible referral policy exists, clearly defining the eligibility guidelines for access to services, including anyone who may fall outside of eligibility criteria
Standard 15.4
Services provide accessible services for all survivors within their eligibility criteria
Standard 15.5
Services ensure that the helpline will have access arrangements in place to link with language interpreters, Type Talk, mini-com and other communication facilities for survivors with additional needs.
Standard 14.6
Services ensure that a helpline will be staffed during advertised times and when not covered callers will receive a clear message giving an alternative number using paging system or call diverts where necessary.
Standard 15.7
Services ensure that when a call is received, the service takes responsibility for ensuring the enquiry or request for help is dealt with.

Standard 15.8

Services identify the immediate risk of harm to survivors at the point of referral and respond by providing appropriate information and safety planning with to reduce the identified risk.

Standard 15.9

Services provide information about the following range of options and services,–

- Housing support and local authorities' other responsibilities for survivors (adults and children)
- Civil and criminal court systems, processes and practices
- Legal remedies, non-molestation and occupation orders through the civil courts
- The criminal process from initial call-out, through evidence-gathering to any pending or actual trial
- Child welfare and protection
- Family justice system processes regarding children
- Care services
- Health and mental healthcare services
- Benefits and money advice
- Education and training
- Specialist community based services

Standard 15.10

Services should have facilities for managing more than one call at a time.

Standard 15.11

Services should ensure that the survivor's consent is gained where appropriate when there is an agreed protocol for maintaining contact - including proactive contact.

Standard 15.12

Services that are unable to provide appropriate information or service - must have systems in place to work in partnership with other organisations -where additional information or alternative / appropriate provision can be accessed. When a referral is made to another agency it must reflect accuracy and level of any potential risk identified.

Standard 15.13

Services ensure that helpline staff will have access to a national network of refuges or other suitable emergency accommodation to which they can make immediate referrals if required

Standard 15.14

Services ensure that in an emergency or out of hours -information is provided about places of safety; accessible services and local provision giving details for 24-hour National Helplines.

Standard 15.15

Services should aim to meet the Telephone Helpline Association Standards

SECTION 4: CHILDREN AND YOUNG PEOPLES' SERVICES

16 Refuge Services

Outcome: Refuge services offer integrated provision of emergency accommodation advocacy and support for survivors (adults and children), which is gender specific and appropriate, and in accordance with the standards below and with Core Standards 1 – 9 in Section 2 above.

Standard 16.1

Services will ensure that premises are:

- Safe
- secure
- suitable for purpose
- provide adequate space
- are in an appropriate location
- are welcoming to children
- offer access to the necessary facilities for a range of activities

Standard 16.2

Services will ensure that all children and young people receive information packs which are age appropriate; explained and discussed.

Standard 16.3

Services providing a service to children under 8 years for 2 hours + at a time, must comply with the National Standards for Under 8s Day care and take into account the Women's Aid/Ofsted protocol.

Standard 16.4

Services ensure that children's individual needs are met and promote their welfare and will

<p>plan and provide activities and play opportunities to develop children’s emotional, physical, social and intellectual capabilities.</p>
<p>Standard 16.5</p> <p>Services ensure that all children and young people are treated as individuals in their own right and should be valued regardless of their age, class, culture, disability, economic status, faith, gender, HIV status, marital status, mental health issues, race, religion, sexual orientation, substance misuse or other social identity factors</p>
<p>Standard 16.6</p> <p>Services ensure that they create an environment that has positive images of women, men, girls, boys, black people, disabled people and older people.</p>
<p>Standard 16.7</p> <p>Services ensure that after an initial risk assessment and a comprehensive assessment have taken place that appropriate interventions are planned for each child and incorporated into a support plan.</p>
<p>Standard 16.8</p> <p>Services ensure that the children's support plans are directly linked to their mother’s safety plan and the mother receives information on all plans devised for the child except where the child has not given consent.</p>
<p>Standard 16.9</p> <p>Services ensure that all children and young people’s risk assessments, comprehensive assessments and support plans are regularly re-assessed and reviewed.</p>
<p>Standard 16.10</p> <p>Services ensure that mechanisms and protocols are in place for children and young people to access age-appropriate services in the community, where safe to do so, making referrals and supporting young people to access them as required.</p>
<p>Standard 16.11</p> <p>Services will recognise the need for children to access resources and facilities which may require supplementary arrangements to be put in place e.g. transport and disabled access.</p>
<p>Standard 16.12</p> <p>Services ensure that support groups; play; expressive play or activity sessions are provided by suitably qualified and trained staff , can be held on or off the premises and</p>

<p>are designed according to specific programmes e.g. for safety planning or play therapy to meet the needs of children and young people.</p>
<p>Standard 16.13</p> <p>Services offer children and young people a wide range of age appropriate activities, interventions and appropriate support sessions</p>
<p>Standard 16.14</p> <p>Services ensure they will share clear information about activity sessions or groups with the mothers and information will include</p> <ul style="list-style-type: none"> • The length of the session • The age of children eligible to attend • The activities available • The role of the parent • Boundaries of parental involvement
<p>Standard 16.15</p> <p>Services set out ground rules including what is acceptable behaviour for children/young people and respecting and promoting diversity and challenging discrimination and prejudice, which will be agreed with children and young people at the outset of every programme, activity or support session.</p>
<p>Standard 16.16</p> <p>Services ensure that records are kept about intervention with children are made available for inspection. Essential records are:</p> <ul style="list-style-type: none"> • A register of both children and staff • An accident book and the recording of existing injuries • The administration of medicines • Conversations re children's confidentiality • Child protection issues/concerns • A daily diary of activities • Particular incidents that may cause concern
<p>Standard 16.17</p> <p>Services ensure that if internet access is provided for children and young people's use then it must be safely, and regularly monitored.</p>
<p>Standard 16.18</p> <p>Services ensure that if trips or holidays are arranged for the children then a minimum ratio of adults to children is maintained, and they are carried out within the requirements of the Children Act.</p>

<p>Standard 16.19</p> <p>Services ensure that all staff working with children are aware of the procedure if a child discloses abuse and support the child accordingly</p>
<p>Standard 16.20</p> <p>Services ensure that resources for play and for education are made available that reflect children and young people's diverse needs and experiences</p>
<p>Standard 16.21</p> <p>Services ensure that when working with children and young people a gendered approach is taken both in terms of delivery of the work (i.e. work needs to be targeted at boys and girls separately where necessary) and in its content (work should address the issue of gender; challenging gender and related stereotypes within the context of domestic and sexual violence).</p>
<p>Standard 16.22</p> <p>Services ensure that when working with children and young people, staff can access information about appropriate local resources including phone numbers of appropriate helplines.</p>
<p>Standard 16.23</p> <p>Services understand the impact of domestic and sexual violence on children's schooling and other opportunities and that schools have a vital role to bringing stability to the lives of children affected by domestic violence.</p>
<p>Standard 16.24</p> <p>Services build links with schools or educational establishments about their practices around domestic violence to enhance the development of support networks to help address some of the issues facing children and young people</p>
<p>Standard 16.25</p> <p>Services communicate a child's educational needs to schools and other education services and ensure all relevant documents such as court orders are made available where necessary to increase their safety.</p>
<p>Standard 16.26</p> <p>Services develop protocols with all local services and, with the assistance of the local domestic violence forum or strategic group,, campaign to help improve educational support for children and young people affected by domestic and sexual violence.</p>

<p>Standard 16.27</p> <p>Services work to improve communication between schools and domestic and sexual violence services.</p>
<p>Standard 16.28</p> <p>Services set up a peer support group for young people living in the refuge.</p>
<p>Standard 16.29</p> <p>Services develop an education support plan with the child's school for each school-aged child at the refuge to encourage the child's learning.</p>

17. Outreach, drop-in advice, & floating support services for children and young people

Outcome: Services offer support, advocacy, information, safety planning, and risk management where appropriate, to children and young people who have experienced domestic and sexual violence, in accordance with the standards below and Core Standards 1 -9 in Section 2 above.

<p>Standard 17.1</p> <p>Services ensure that all outreach, drop in and floating support services are known by local children and young people by advertising the service through leaflets, or credit card sized information cards, available in accessible formats and languages.</p>
<p>Standard 17.2</p> <p>Services ensure that a safe venue is chosen for any meetings with children and young people who have approached the outreach service or who are receiving the service and suitable provision is made should the mother and any other siblings need to wait for the child or young person.</p>
<p>Standard 17.3</p> <p>Services ensure that when outreach work is carried out within a school that both teachers and mothers understand that the work is confidential, but subject to child protection protocols.</p>
<p>Standard 17.4</p> <p>Services ensure that provision is made for a range of activities appropriate to the ages of</p>

the children and young people and enable children to meet others with similar experiences e.g. through group work.

Standard 17.5

Services recognise that the most effective means of protecting children is to support the non-abusive parent and to provide or facilitate access to parallel support for children's mothers so that the broader range of children's needs in relation to schooling, health and parental understanding are recognised.