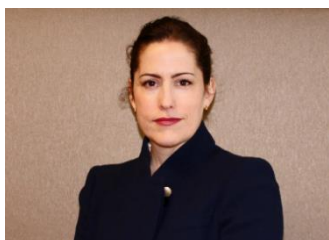




The Respect Male Victims' Standard

2019 edition

Foreword



Domestic abuse is an abhorrent crime that affects victims, their families and their wider communities. It affects men too. As Minister for Crime, Safeguarding and Vulnerability I am determined to continue the good work of this Government to protect anyone facing the threat

of domestic abuse.

The Government is committed to tackling violence and abuse and the Respect Male Victims' Standard is a welcome addition in the provision of services for male victims and further recognition that their needs are taken seriously.

The Standards are focused on ensuring interventions are safe and effective, allowing men who have experienced domestic abuse to rebuild their lives.

Respect has led ground breaking work to keep male victims of domestic abuse safe, including through supporting thousands of men in need through the Home-Office funded Men's Advice Line. The Respect Toolkit for Working with Male Victims of Domestic Violence is a comprehensive resource for frontline workers supporting male victims, and the Respect Male Victims Standard is now a central part of this work. I strongly encourage all commissioners to use the Respect Male Victims' Standard when commissioning work with male victims.

No one should have to live in fear of violence, and every child should be able to grow up knowing they are safe. I am delighted to introduce and endorse the Respect Male Victims' Standard which will allow the safe support to victims and survivors of these terrible crimes.

A handwritten signature in blue ink that reads "Victoria Atkins".

Victoria Atkins MP, Parliamentary Under Secretary of State for Crime, Safeguarding and Vulnerability and Parliamentary Under Secretary of State (Minister for Women)

Acknowledgements

We would like to thank all the people and organisations who so generously gave their time, opinions and support to the development of the Respect Male Victims' Standard, particularly:

- The London Mayor's Office for Policing and Crime who funded the initial development of the Respect Male Victims' Standards;
- The organisations who contributed to the survey and took part in the consultation;
- The London pilot sites who tested the standards;
- Janet McDermott, Women's Aid, Manager of Member Support Services, who helped with the final version of the Standard;
- All the male victims who gave their views about what a good service looks like to them.

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1. Introduction

The need and development for accreditation standards for services supporting male victims

Respect's work with male victims

Respect has been running the Men's Advice Line, the UK helpline for male victims of domestic abuse¹, since 2007. In that time, we have provided advice and support to approximately 45,000 service users who made contact by phone, email and webchat; including more than 30,000 male victims, as well as 6,000 Frontline Workers and 9,000 friends and family. We have published the Respect Toolkit for Work with Male Victims, a comprehensive resource for Frontline Workers and we run training courses and practitioner events around the UK.

The Advisors on the Men's Advice Line have spoken with thousands of callers, many of whom have given us feedback both on our service and their needs via our service user survey. This has helped us to understand the experiences and needs of male victims, and how these are similar to, and different from, those of female victims.

Safe, effective, accountable work with male victims of domestic abuse

Male victims are not a homogenous group. It is important to consider the diversity of male victims, who can include men who are straight, gay, bi and trans, men from different religious, ethnic and social backgrounds and have different and at times intersecting identities or have protected characteristics as outlined in the Equality Act (2010). Male victims may also have children or dependents whose safety and well-being need to be considered. Male victims may suffer domestic abuse from female or male partners; the gendered identity of a perpetrator should not be assumed.

It is important that organisations meet the different needs of all these men and strive to provide services which are safe, effective and accountable.

¹ We use the terms victim and survivor interchangeably, to describe someone who is experiencing or has experienced domestic violence and or abuse. There is a more detailed definition in the glossary at the end of this document.

This first edition of the Respect Male Victims Standard is an exciting step to ensure that services who work with male victims are safe, effective and accountable.

At present there exist a number of excellent standards for working with and supporting female victims, however there is a lack of standards aimed specifically at organisations working with and supporting male victims. This standard has considered and referred the following standards to develop the first edition of the Respect Male Victims Standard:

- Women's Aid National Quality Standards
- Welsh Women's Aid National Quality Service Standards (NQSS)
- Imkaan Safe Minimum Practice Standards
- SafeLives Leading Lights accreditation
- VAWG sector shared core standards
- Respect Standard for work with perpetrators

Providing a service to male victims of domestic violence and abuse brings with it a considerable responsibility to ensure that this work is safe and effective and that it does not inadvertently contribute to the harm already experienced.

The Respect Male Victims Standard ensures that organisations meet this responsibility and place the experience of victims and their safety, well-being and freedom at the centre of all their work.

The Respect Male Victims Standard sets out what is required in terms of the model of work, management and operation of these services. It includes a set of 10 principles which must underpin all work with male victims; and standards across 4 areas of service provision:

1. Governance and management
2. Intervention delivery
3. Diversity and access
4. Multiagency work

To achieve accreditation, organisations must demonstrate that they meet all these standards.

Where interventions with victims of domestic violence and abuse are delivered in a professional and competent manner, they have the potential to increase the safety and wellbeing of those affected. However, poorly run services can raise the risk and add to survivor vulnerability. Therefore, no organisation should provide male victims services without full regard of these principles and standards, and without sufficient resources to ensure compliance.

Stakeholder confidence

The Respect Male Victims Standard has been developed so that service users, funders, commissioners, policy makers and referring agencies, can be assured that a service that is accredited provides high-quality, safety-focused interventions.

Development of the Respect Male Victims' Standard

Respect was awarded funding from MOPAC to design service standards for organisations working with male victims of domestic abuse, developing a model which can be rolled out across the sector.

Male victims, practitioners, policy makers, commissioners and researchers have been involved in developing and testing the requirements laid out in this document.

We carried out the following activities:

- Reviewed evidence best practice for services supporting male victims;
- Consulted with external organisations to inform services survey development; 15 interviews were conducted with 17 professionals and academics;
- Surveyed domestic abuse services who work with male victims to get their views on developing service standards; 28 organisations from many different parts of the UK took part in the consultation – they were experienced service providers, offering the following services to male victims: IDVA, floating support, accommodation, groupwork, legal advice, helpline support, outreach, counselling, crisis intervention, mentoring and peer support
- Consulted male victims on what makes a good service; 80 individuals gave their views in an online survey;
- Selected organisations working with male victims as pilot sites and carried out training; we also developed resources to

support them achieve accreditation and carried out 1-2-1 'surgeries' with pilot sites to further support them;

- Drafted and agreed final standards;
Piloted the entire accreditation process, including desktop review of evidence submitted, site visits and interviews with key staff, report writing for the accreditation panel

Future development of the Respect Male Victims' Standard

Work with male victims of domestic violence and abuse is a rapidly developing area, and the Respect Male Victims Standard will evolve as knowledge grows. In particular, Respect aims to:

- Progress work that captures the voice of male victims who contact the Men's Advice Line, to ensure future developments in both service provision and standard setting reflect their needs and requirements;
- Further develop the network of organisations providing services for male victims, equipping them with the skills they need to work in a safe and effective way
- Push for more academic research in this area, which is currently under-developed

Domestic abuse and the Violence Against Women and Girls (VAWG) framework

Government approaches in the UK have positioned domestic violence and abuse as a form of VAWG. This is because domestic abuse disproportionately affects women and girls, and a VAWG approach views this as a cause and a consequence of gender inequality. Respect supports this approach, but also recognises that this presents some challenges for male victims of domestic violence and abuse, and for those providing services to them. Men also experience domestic violence and abuse and it is important that they can access help and support. Our response, as reflected in our provision of Men's Advice Line and the development of the Respect Male Victims Standard, is to work to develop specific resources and provision for male victims. That includes understanding what is the same and what is different for male victims, and the best way to respond to their needs. However, we also believe that any response needs to sit alongside, and make connections with, the wider response to VAWG.

Principles

1. **Do no harm.** Organisations take all reasonable steps to ensure that their services do not create additional risks for survivors of domestic violence and abuse.
2. **Gender matters.** Organisations work in a way that is gender-informed. They recognise that:
 - While domestic violence and abuse is mainly perpetrated by men against women, it can also be perpetrated by women against men, in same-sex relationships and against trans* men;
 - Men's experience of domestic violence and abuse will be affected by stereotypes and assumptions about masculinity. This can affect how men perceive their own victimisation, place pressures and expectations on them or unfairly influence how services respond;
 - Gay, bi and trans* men's experiences of domestic violence and abuse may also be affected by other forms of oppression and discrimination i.e. homophobia, biphobia, transphobia;
 - Some perpetrators present as victims and need a response which addresses this.
3. **Safety first.** The primary aim of work with male victims is to increase their safety and wellbeing, and that of any children or other vulnerable adults.
4. **Needs-led approach.** Organisations offer interventions that meet the needs of male victims, considering the risks they experience and the needs they have. Organisations may have to be creative to meet these needs in a climate where service provision for men is less well developed.
5. **Fulfilling lives.** Organisations are committed to supporting all service users to have healthy, respectful relationships and to lead fulfilling lives.

6. **The system counts.** Domestic violence and abuse cannot be addressed by one agency alone and work with male victims should never take place in isolation. Organisations are committed to working with partners to improve responses as part of their local multiagency arrangements.
7. **Services for all.** Organisations recognise and respect the diversity of their local community and take steps to respond to everyone according to their needs.
8. **Respectful communities.** Organisations recognise that the environment their service users live in has an impact on their lives and support the development of safe and respectful communities.
9. **Competent staff.** Organisations deliver a safe, effective service by developing the skills, well-being and knowledge of their staff through training, supervision and case work support.
10. **Measurably effective services.** Organisations employ clear and proportionate measurement tools, which demonstrate both the individual benefits and the impact of the service offered.

2.Accreditation process

Services eligible for accreditation

Respect accreditation applies to services in the voluntary, statutory or private sectors, or for those operating as a partnership or consortium of organisations. Where there is a partnership or consortium, the organisation leading on the delivery of the male victims' service will hold the accreditation.

Organisations must demonstrate how they work within the principles of the Respect Male Victims Standard and will need to pass all applicable requirements to become accredited.

Before applying

1. Understand the requirements

Before embarking on accreditation, take the time to understand what the requirements for accreditation are and ensure you are in the best possible position to meet these requirements.

2. Self-assessment

Before applying for accreditation, it is advisable to go through the readiness checklist. This will assist with identifying gaps and putting together a realistic project plan.

Applying for accreditation

Organisations will be taken through the following steps with timescales:

1. Application for the Respect Male Victims Standard accreditation assessment

When we receive your application, we will contact you to discuss the timeline of the accreditation process before we issue you with a contract which describes the terms and conditions;

2. Evidence submission

You will be given instructions on how to submit evidence and you will have six months in which to do this. The evidence you submit must be:

- **Clear:** easy to understand;

- **Specific:** linked to the standard you are giving evidence for, without repeating the indicator statement; using examples that demonstrate how you meet the standard;
- **Sufficient:** the evidence provided must satisfy the standard fully;
- **Current:** policies and procedures, models of work, budgets must be in current use and reviewed in the previous 3 years or more recently, in case of significant law changes; examples of evidence must have taken place in the previous 12 months

3. Desktop assessment

Within 6 weeks of submission, a Respect Assessor will go through your application and write a preliminary report identifying areas of excellence, competence and weakness. If the Assessor believes that the desktop assessment is very weak and far from meeting the requirements, an assessment visit will not be booked. Instead, Respect will agree a reasonable period of time (no longer than 3 months) with the organisation, specifying the gaps that must be rectified before an assessment visit can be booked. Additional costs will be incurred if an extension is required.

4. Assessment visit

The Assessor will plan an assessment visit within a month following completion of the desktop assessment. The Assessor will request to meet members of staff, see case files and inspect the area(s) where the service is offered. It is expected that organisations will cooperate fully. In cases of missing documents, postponements etc, additional costs may be charged.

5. Follow-up

Within a month following the assessment visit, the Assessor may contact the organisation with additional questions or to confirm that any recommendations following the desktop assessment or visit have been fully implemented.

6. Assessor's report

The Assessor will compile their report based on the evidence submitted, observations and discussions against the criteria of the Standard. The report is then internally moderated and verified and a copy sent to the organisation to confirm that any factual statements are accurate, otherwise they can request corrections.

7. Final report

The final report is sent to the Independent Accreditation Panel to be scrutinised and a decision made about awarding accreditation or not.

Annual maintenance submission

All accredited organisations are required to complete an annual maintenance report. This must include but is not limited to: sending a copy of their annual report, notifying Respect of any significant changes in management or operations and re-confirmation of all currently delivered interventions.

Spot checks

All accredited organisations may be subject to spot checks from Respect assessors.

Expiry

Accreditation expires after 3 years, at which point organisations need to re-apply.

The model of work of a Respect Accredited organisation

All organisations seeking accreditation are required to have a written model of work. This should include the content and structure of the work and service offered including its theoretical underpinning and delivery approach. Accreditation does not prescribe one specific model. The Standard provides a strong framework in which different approaches and models can be, and are, used safely and their effectiveness measured. The organisation may put forward any model of work that matches the risk and needs profile of male victims, in line with the principles and standards in this document.

Confidentiality

Respect staff and Assessors will not disclose or discuss any information that is deemed to be confidential, outside of the applying organisation; and within Respect, on a need-to-know basis only, with the exception of safeguarding concerns. Respect Assessors will sign confidentiality agreements to that effect, should the applying organisation provide them.

Complaints process

As the organisation that sets the service standards and manages the accreditation process, Respect accepts responsibility to uphold the quality of this system. Where someone has good reason to believe that an accredited organisation is not working in accordance with the Respect Male Victims Standard© and they have not been able to resolve their concern through the complaints process provided by the organisation involved, then they can raise their concern with Respect. When Respect receives a complaint about an accredited organisation, we will respond to this in a timely and effective manner, in line with our complaints' procedure.

3.The accreditation standards

The Respect Male Victims' Standard is organised in 4 sections which include a total of 23 standards. All must be met for accreditation to be awarded.

Each section is structured as follows:

- A statement on the overall purpose of that section.
- Service standard requirements (e.g. 1.1 The organisation has in place the necessary policies and procedures for effective service provision)
- Indicators that will be sought by assessors to show that an organisation meets that service standard.
- Examples of evidence that the organisation may produce to demonstrate it is meeting the standard.
- How each standard will be assessed (e.g. desktop assessment, interview with key staff etc)

1. Governance and management

Purpose

The organisation has in place the necessary policies, procedures, structures, systems and resources to provide a secure and clear framework within which effective management, employment and service provision can take place.

1.1 The organisation has in place the necessary policies and procedures for effective service provision

Indicators

- The organisation has up to date, regularly reviewed policies and procedures to protect and promote the safety and equality of staff and service users;
- The organisation has policies and procedures to ensure both staff and service users can make complaints and have these responded to appropriately.

Examples of evidence

- Health and Safety policy, covering safety for both staff and service users – lone working and home visits, safe meeting places for staff conducting initial needs assessments with men newly referred to the service, a procedure for staff to respond to abuse from service users;
- Equal opportunities & diversity strategy; equal opportunities, diversity and anti-discrimination policies for service delivery and employment;
- Confidentiality, data protection and information sharing policies; procedure and guidelines on information sharing internally and externally, which cover appropriate use of social media and issues such as gender identity and health status;
- Safeguarding children and vulnerable adults' policy and procedure;
- Risk management policy and procedure;
- Complaints policy and procedure with a clear escalation and appeals pathway;
- Policy and procedure on the use of interpreters, signers, etc;
- Recruitment and induction policy and procedure;
- Code of conduct for staff;
- Disciplinary and grievance policy and procedure;
- Record keeping policy and procedure;
- Assessing the needs of service users (self)referred to the service

How it will be assessed

Desktop assessment; Assessment visit: interviews with key staff and sampling of records.

1.2 The organisation has sufficient resources to meet its objectives

Indicators

- An annual budget is produced; the governing body reviews actual spend and projected expenditure at least quarterly and this is minuted;
- The governing body ensures that the resources available are sufficient to meet the agreed requirements of service provision as set out in this standard and in the organisation's model of work. The governing body regularly reviews how effectively resources are used;
- The organisation sets aside a proportionate element of its budget to ensure the services it provides are accessible to the communities within which they are working;
- Staff delivering similar or equivalent work are on the same pay scale;

Examples of evidence

- Current annual budget, including detail of where budget lines are reserved to promote accessibility;
- Board meeting minutes from the past year;
- Staff pay scales.

How it will be assessed

Desktop assessment

1.3 The organisation has a documented management structure with clear lines of accountability and defined responsibilities for all staff. The governing body of the organisation has ultimate responsibility for the service

Indicators

- The organisation has a documented management structure with clear lines of accountability. Responsibilities, reporting and accountability structures are clearly defined to enable the lead staff member, members of the governing body and other members of staff to fulfil their specific functions adequately;
- Minuted, quorate meetings of the governing body take place at least quarterly. The members of the governing body understand

<p>the work of the organisation and are able to make informed decisions and give clear direction to the lead members of staff;</p> <ul style="list-style-type: none"> • The governing body receives regular reports on the activities of the organisation.
<p>Examples of evidence</p>
<ul style="list-style-type: none"> • Staff job descriptions that describe reporting lines; • Board meeting minutes from the past year; • Papers from recent board meetings.
<p>How it will be assessed</p>
<p>Desktop assessment; Assessment Visit: staff interviews indicate understanding of organisational structure.</p>

1.4 The organisation takes the necessary steps to recruit and induct staff appropriately, provide training opportunities for them to develop the skills and experience to fulfil their role, and offers support to maintain their well-being.

<p>Indicators</p>
<ul style="list-style-type: none"> • There are written job descriptions, person specifications and contracts for all staff and volunteers; • All prospective staff and volunteers are asked about their experience of domestic violence, as a perpetrator or victim, and if there are other ways that domestic violence has affected their life. The organisation has a clear procedure for responding to any disclosures of personal experience or use of domestic violence and to any allegations that a member of staff has used or is using domestic violence; • All staff and volunteers who have contact with children and vulnerable adults will have an Enhanced DBS check, which will be updated as required; • The organisation provides its staff and volunteers with the relevant training and support to equip them with the core competencies for their role, including specific training on working with male victims including gay, bisexual and trans* men, and a good knowledge of the other services relevant to their service users. Staff receive induction or training on these; • Staff who have completed their probationary period are subject to a regular line management review which includes review of their competency and training needs; • There are written records of line management sessions;

- Staff are offered any of the following: clinical supervision, group supervision, peer-to-peer support, access to employee assistance programme or any other type of structured support that is aimed at enhancing staff wellbeing and preventing vicarious trauma;
- The governing body provides a suitable person who provides supervision and support for the lead member of staff.

Examples of evidence

- Written job descriptions, person specifications and contracts for all staff and volunteers;
- 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;
- Recruitment or induction forms demonstrating identification of staff experiences of domestic violence;
- Policy on DBS checks including DBS review schedule;
- Staff and volunteer induction and training and development plan/records;
- Written records of staff line management meetings;
- Evidence of access to clinical supervision, group supervision, peer-to-peer support scheme, employee assistance programme etc.

How it will be assessed

Desktop assessment; Assessment visit: interviews with key staff and sampling of records

1.5 The organisation collects and analyses data, including (but not limited to) the numbers of people who use the service, their protected characteristics, and the service's impact, and uses this data in planning future services.

Indicators

- The staff maintain clear records of service users, which meet the requirements of the service, of this Standard and of the General Data Protection Regulation;
- The organisation collects and analyses output data as defined in the guidance. It makes a summary of this information available to the general public;
- The organisation obtains and publishes in its Annual Report, information on the effectiveness of its service;
- The organisation obtains and uses the views of service users on the quality of the service offered to them;

- The governing body, lead member of staff and others as appropriate, use outcome data as key performance indicators and set targets for improvement when necessary.

Examples of evidence

- Case files, either electronic or in hard copy;
- Annual report, including information on service effectiveness;
- Other published data on service effectiveness;
- Written records of service user involvement activities;
- Policy on service user involvement;
- Board or management papers which include outcome reporting

How it will be assessed

Desktop assessment;

1.6 The service has a robust case management and supervision process in place, ensuring effective recording practice and appropriate staff support from intake to closure.

Indicators

- Referrals of male victims are responded to within a timely fashion, in line with service commitments. Referrals should receive first attempted contact within 2 working days;
- Robust records are kept throughout engagement with service users.

Examples of evidence

- Intake procedure sets out the timeline and priority order of how the service processes new and repeat service users into the service;
- Case files show time date and source of referral;
- Case files show first contact made within a timely fashion;
- Case files show periodic case review notes and signposting onwards for any outstanding needs;
- Closed files show that case closure procedure was followed and reasons for closing clearly noted.

How it will be assessed

Desktop assessment; Assessment visit: interviews with key staff and case work sampling

1.7 The service ensures that all aspects of casework and case file recording meet their legal and best practice duties to the service user.

Indicators

- Service user records are kept secure and up-to-date, in line with data protection responsibilities;
- Service users receive clear information about their rights around confidentiality, and the limitations of confidentiality.

Examples of evidence

- Confidentiality and information-sharing policy;
- Intake policy showing that service users are briefed at intake on information-sharing policies and are advised of their right to access their own files;
- Policy for recording and protecting information outlining how case information is stored and the standard information that should be contained in case files;
- Records retention policy;
- Case management policy;
- A standard confidentiality explanation and signed confidentiality forms evident in case files;
- Intake forms or service user files showing that service users are routinely briefed on their right to access their own files;
- Appropriate security measures in place and procedures for retrieving and sharing information;
- Databases/case files are confidential to services especially within shared locations with other agencies and services;
- Case files showing up-to-date, accurate, concise, objective, legible and relevant case notes.

How it will be assessed

Desktop assessment; Assessment visit: interviews with key staff and case work sampling

2. Intervention Delivery

Purpose

The organisation supports service users to articulate their needs, access their rights and entitlements and take charge of decision-making processes about their own lives. The organisation supports service users both in crisis situations and in their process of recovery, to achieve long-term stability, independence and freedom from abuse and control. The organisation offers prompt targeted responses within a safe environment, maximising service user engagement and reducing risk.

2.1 A risk assessment is carried out with service users on entry to the service.

Indicators
<ul style="list-style-type: none">• The organisation has a written risk assessment process, which is conducted in a timely manner with all new service users;• The risk assessment enables practitioners to identify and respond to specific issues for male victims, including, where relevant, the differing risks faced by heterosexual or gay, bi and trans* men;• The risk assessment makes provision for a 'who's doing what to whom' assessment (for example the assessment forms in the Respect Toolkit for Work with Male Victims)
Examples of evidence
<ul style="list-style-type: none">• Risk assessment tool which includes a 'who's doing what to whom' assessment;• Case files showing completed assessments
How it will be assessed
Desktop assessment; Assessment visit: interviews with key staff and case work sampling

2.2 Service users' needs are assessed on entry to the service, including their physical and mental health needs; legal and immigration advice needs; and social and economic welfare.

Indicators
<ul style="list-style-type: none">• A full needs assessment, including assessment of safety and risk, is carried out with the service user as soon as possible;

- Organisation provides support planning that addresses men's physical, mental and sexual health needs and referral pathways to local health services;
- Service users are informed of their legal, welfare and human rights and the services they are entitled to receive;
- This information is provided in a form they can access, with measures in place to address barriers to access for service users with additional language and communication needs.

Examples of evidence

- Needs & risk assessments from the last 3 months;
- Support planning policy/Case Management policy;
- Website, including accessible features on website;
- Service user information/contract;
- Service user handbook;
- Service user charter;
- Case files, with support plans or evidence of referrals to health services including specific services for gay, bi and trans* men, where these exist;
- Information in alternative formats;
- Equal opportunities action plan detailing how service users with language, literacy or communication needs are helped to access service user information

How it will be assessed

Desktop assessment; Assessment visit: interviews with key staff and case work sampling

2.3 The organisation protects the safety of victims through rigorous security measures.

Indicators

- The organisation takes steps to ensure the safety of service users through its own security measures

Examples of evidence

- Places where staff meet service users are secure and confidential
- Health & Safety Policy;
- Escape button on website

How it will be assessed

Desktop assessment; Assessment visit: interviews with key staff and case work sampling

2.4 The organisation supports service users to keep themselves and their children safe.

Indicators
<ul style="list-style-type: none">• Support offered to service users includes measures to address their physical and psychological security.
Examples of evidence
<ul style="list-style-type: none">• Example of a support plan covering safety strategies;• Service user guidance on safety planning and cyber security
How it will be assessed
Desktop assessment; Assessment visit: interviews with key staff and case work sampling.

2.5 Service users are supported to report to the police and participate in the criminal justice system, if they choose to.

Indicators
<ul style="list-style-type: none">• Organisation signposts or refers to qualified advice and legal support for criminal, civil and family law matters, including child contact, divorce, and immigration applications.
Examples of evidence
<ul style="list-style-type: none">• Case files evidencing signposting or referral of a service user to criminal justice support;• Partnership agreements with specialist services and legal services, such as the police, SDVC's law firms etc
How it will be assessed
Desktop assessment; Assessment visit: case work sampling

2.6 Support is provided to fathers to develop their parenting resources and maintain and strengthen their relationships with their children.

Indicators
<ul style="list-style-type: none">• Parenting support work that affirms personal strengths and draws on personal and community resources, especially children's centres.
Examples of evidence
<ul style="list-style-type: none">• Links with local children's centres;• Case notes referencing individual support with parenting issues.

How it will be assessed

Desktop assessment; Assessment visit: interviews with key staff and case work sampling

2.7 Service users are supported to address the emotional impacts of abuse and facilitate their recovery process.

Indicators

- Organisation provides support which is not just focused on physical safety, but addresses coercive control and the emotional impacts of domestic violence and abuse;
- Organisation gives service users the opportunity to understand and explore the impact of stereotypes (gender, sexual orientation) on them as men and how this relates to their experience of being a victim of domestic abuse;
- Organisation provides support which recognises that gay, bi and trans* men's experiences of domestic violence and abuse may also be affected by other forms of oppression ie homophobia, biphobia, trans*phobia, and gives them the opportunity to understand and explore this;
- Organisation provides access to relevant housing and homelessness advice and support;
- Organisation is flexible enough to support clients depending on their individual needs and the availability of other local services;

Examples of evidence

- Case files, evidencing referral to counselling services or offer of referral;
- Case files with support plans showing consideration of issues around coercive control, masculinity, homophobia, biphobia and trans*phobia as relevant;
- Session plans of individual or group work provided in-house or by external therapeutic services;
- Support plans; case notes; referrals to specialist housing and homelessness agencies;
- Staff training on domestic violence and abuse specific housing legislation

How it will be assessed

Desktop assessment; Assessment visit: interviews with key staff and case work sampling

2.8 Service users are enabled to disclose sexual violence, sexual exploitation and childhood sexual abuse and are offered specialist support with these issues.

Indicators
<ul style="list-style-type: none"> • Organisation has internal measures to support disclosures of sexual violence, sexual exploitation and childhood sexual abuse; • Organisation has clear referral pathways to sexual violence services for men
Examples of evidence
<ul style="list-style-type: none"> • Reference to sexual violence, sexual exploitation and sexual abuse in needs assessments or referral documentation; • Evidence of partnership work with men's sexual violence services.
How it will be assessed
Desktop assessment; Assessment visit: interviews with key staff and case work sampling

2.9 The organisation has effective processes for dealing with perpetrators who present as victims, including processes for identifying them and referring them to appropriate support that takes full account of local resources and safety.

Indicators
<ul style="list-style-type: none"> • Organisation has a clear and safety-focused approach to cases where both partners in an intimate relationship present as victims OR where someone who presents as a victim is known or suspected to be a perpetrator; • Organisation has a working relationship with their local perpetrator programme, where there is one, and service users who are identified as perpetrators are referred for support to address their behaviour wherever possible; • Where there is not a local perpetrator programme, the information will be shared with the local multi-agency information sharing forum.
Examples of evidence
<ul style="list-style-type: none"> • Assessment policy and procedure which includes dealing with cases where both partners present as victims and where a person who presents as a victim is known or suspected to be a perpetrator; • Couples work policy; • Working with Perpetrators policy; • Partnership agreement with a local perpetrator service;

- Membership and evidence of attendance at the local multi-agency information sharing forum;
- Case files evidencing referral of service users identified as perpetrators to an appropriate service.

How it will be assessed

Desktop assessment; Assessment visit: interviews with key staff and case work sampling

3. Diversity and access

Purpose

Organisations recognise and respect the diverse needs of their community, take steps to respond to this diversity, and work to ensure that a non-discriminatory service is available and accessible to all who need it.

3.1 The organisation has a robust equalities framework or strategy to improve the accessibility and effectiveness of its services and to ensure its compliance with the terms of the Equality Act 2010.

Indicators

- The equalities framework, strategy or policy is current and comprehensive, demonstrates commitment across the entire organisation and informs its work in a way that is proportionate to the service remit, local priorities and available resources;
- Organisation regularly considers the accessibility and effectiveness of its services;
- Organisation regularly consults and involves its service users on their needs, and the delivery and development of its services;
- Organisation removes or reduces barriers to physical access, support and communication for disabled men;
- Organisation's policy and practice takes the view that disabled people are disempowered by society rather than their impairment, and is proactive in reducing barriers for men with physical and learning difficulties.

Examples of evidence

- Questions around protected characteristics are included in needs assessments;
- Standard information provided to service users includes reference to men from these groups;
- Case files or support plans address the specific needs of men from these groups;
- Evidence of staff training on diversity and access issues;
- Partnership agreements with local services (where these exist) set up to address the needs of men from these groups;
- Policy relating to disability;
- Policy on use of signers etc;
- Use of interpreting service;
- Referral data;

- Evidence of signposting to specialist local or national services

How it will be assessed

Desktop assessment; Assessment visit: interviews with key staff and case work sampling

3.2 Resources and expertise are allocated to enable the delivery of actions so that service users can engage with the service. For example, interpreting, translations and adaptations to cater for disability.

Indicators

- The language used in materials, publicity, service description and communication with service users is free of jargon, as accessible as possible and understood by them;
- The service is offered at times that are likely to meet the needs of male victims;
- Budget allocation

Examples of evidence

- Service user survey responses, demonstrating that they found information accessible;
- Information materials provided to service users;
- Monitoring and evaluation questionnaires/reports;
- Evidence of consultation with male victims on service opening times;
- Evidence of consultation with other professionals working with men on opening times;
- Data on call times and missed calls;
- Budget documents showing provision of resource.

How it will be assessed

Desktop assessment;

3.3 Service users have sufficient time to make informed decisions and no action is taken on their behalf without their prior knowledge, unless there is an overriding need to safeguard a child or vulnerable adult.

Indicators

- Staff receive guidance and/or training on passing information to service users in ways at a pace that empowers them to make decisions;

- Organisation obtains informed consent before action is taken on behalf of a service user.

Examples of evidence

- Training, guidance documents;
- Case files;
- Service user agreement;
- Safeguarding Children and Vulnerable Adults Policy;
- Confidentiality and Information Sharing Policy.

How it will be assessed

Desktop assessment; Assessment visit: interviews with key staff and case work sampling

4. Multiagency work

Purpose

Organisations recognise that domestic violence and abuse cannot be addressed by one agency alone and they are committed to working with partners to improve responses. The organisation will be outward-facing in ethos. It will engage with, and support, other agencies and community organisations in their shared goal of ending domestic violence and abuse.

4.1 The organisation is an active participant in the relevant multiagency structures that contribute to developing a community response to domestic violence and abuse and VAWG

Indicators
<ul style="list-style-type: none">• Organisation is active in multiagency structures in a way that is commensurate with its position, role and capacity;• Organisation has positive, open communication with local violence against women services
Examples of evidence
<ul style="list-style-type: none">• Minutes of meetings;• Partnership agreements with local multiagency structures;• Relevant service aims and objectives, including evidence of joint working with violence against women and girls' groups.
How it will be assessed
Desktop assessment; Assessment visit: interviews with key staff and case work sampling

4.2 The service works with other agencies to promote, support and improve their response to male victims of domestic abuse.

Indicators
<ul style="list-style-type: none">• Organisation works with other local agencies to promote appropriate referrals for male victims;• Organisation supports other agencies to improve their responses to male victims.
Examples of evidence
<ul style="list-style-type: none">• Relevant service aims and objectives, including a commitment to working as part of a coordinated community response;• Operating protocols with partner agencies;• Eligibility and referral policy;

- Clear management structure showing separation from 'host' agencies, where relevant;
- Minutes of meetings with other agencies/correspondence addressing specific issues;
- Training materials; training feedback sheets;
- Eligibility guidelines distributed to other agencies;
- Case files noting nature of engagement with other agencies

How it will be assessed

Desktop assessment; Assessment visit: interviews with key staff and case work sampling

4. Glossary of terms used in the Respect Male Victims Standard

Accreditation

The process of assessment and eventual decision that an organisation has satisfied all applicable requirements of the Respect Male Victims' Standard.

Accreditation assessment

The various activities carried out to assess how far the organisation is meeting the requirements of the Respect Male Victims' Standard. This will include interviews with staff, 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 an organisation has satisfied the requirements of the Respect Male Victims' Standard and can therefore be accredited.

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 frequently communicate with each other about the service users they are working with. Case management is used in the Respect Male Victims' Standard specifically to refer to a scheduled, systematic and comprehensive process that reviews risk and progress of work with all service users. As part of the case management process, decisions will be made and recorded about how best to respond to individual needs or behaviour.

Clinical supervision

Clinical supervision is support provided to staff to enhance their professional skills, knowledge and attitudes to achieve competency in providing quality responses to service users. It supports professional growth and development, improves clinical outcomes and can be delivered in a group or one to one.

Criminal Justice System

Sometimes referred to as the CJS, the criminal justice system includes the Police, Crown Prosecution Service (CPS), criminal courts,

community rehabilitation companies (CRC's), HM Prison and Probation Service. Together they are responsible for detecting crime and bringing it to justice, carrying out the orders of court, such as collecting fines, and supervising community and custodial punishment.

Coercive control

On 29th December 2015 England and Wales introduced legislation making coercive and controlling behaviour a criminal offence. Scotland made coercive and controlling behaviour a criminal offence on 1st April 2019.

Coercive control is when a person with whom you are personally connected, repeatedly behaves in a way which makes you feel controlled, dependent, isolated or scared.

The following types of behaviour are common examples of coercive control:

- Monitoring daily activity, including calls, texts and whereabouts
- Monitoring chores or activities completed at home;
- Repeatedly putting you down, calling you names or telling you that you are worthless;
- Controlling finances and how money is spent;
- Threats to harm you, pets or family;
- Isolating you from seeing friends and family;
- Stopping you from going to work;
- Forcing you to work more;
- Damaging or threatening to damage your property;
- Threatening to share sexual images or videos of you

Somebody using these forms of abuse will be guilty of the offence of coercive control if;

1. They are personally connected to you, and
2. Their behaviour has had a serious effect on you, and
3. They knew or ought to have known that his behaviour would have a serious effect on you.

Domestic Violence and Abuse

The UK Government revised its definition of domestic violence and abuse in March 2013 as:

Any incident or pattern of incidents of controlling coercive or threatening behaviour, violence or abuse between those aged 16 or

over who are or have been intimate partners or family members, regardless of gender or sexuality.

This can encompass, but is not limited to, the following types of abuse:

1. psychological
2. physical
3. sexual
4. financial
5. emotional

Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependant by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour is: an act or a pattern of acts of assaults, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.

This definition, which is not a legal definition, includes so called 'honour' based violence, female genital mutilation (FGM) and forced marriage, and is clear that victims are not confined to one gender or ethnic group.

Governing body/board

The entity responsible for the employment and oversight of the organisation seeking accreditation. This includes a coherent management structure and clear lines of accountability.

Model of work

The aims, underlying philosophy, content and methods for delivering the service. This will include descriptions of all activities, including intervention activities and case management. It will also include a description of the theoretical basis for the work.

Perpetrator

Used to describe someone who is abusing or has abused their partner or ex-partner and/or other family member.

Risk

For the purposes of the Respect Male Victims' Standard, risk is taken to mean the likelihood of further domestic violence and abuse occurring.

Risk assessment

The process of assessing risk using a recognised risk assessment tool. For example, the level of risk a person is in from another (victim risk such as the Domestic Abuse, Stalking and Honour Based Violence Risk Checklist (DASH)).

Risk management

The process of monitoring and reviewing risk, identifying and carrying out, or initiating actions to reduce risk.

Staff

Anyone who undertakes tasks on behalf of the organisation (paid or voluntary).

Victim/Survivor

Commonly used terms to describe someone who is experiencing or has experienced domestic violence and or abuse. Although these terms are sometimes taken to mean the same thing, they have slightly different meanings. Survivor is usually used to emphasise the strength and resilience of the person who has been abused. Victim tends to be used by the criminal justice system, as in a victim of crime. We have mostly chosen to use victim in this document, as, in Respect's experience, men coming forward tend to use this term. As we expand our work to further capture the voices of male victims, we will explore further the use of language and victim/survivor in particular.

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