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# Respect activities

- ▣ UK Helplines
  - A) Respect Phoneline
  - B) Men's Advice Line
  
- ▣ Multi Site Research Programme
- ▣ Young People's Project
- ▣ Domestic Violence and Employment
- ▣ Accreditation and Service Development

# Voluntary codes of practice

- ▣ People sign up with the best of intentions
- ▣ Self assessment – People see what they believe to be there
- ▣ Individual self-assessment scores on their own are an invalid source of information concerning competence\*.
- ▣ Respect accreditation pilot – all 6 orgs said they would pass

\*[Failure of Feedback to Enhance Self-Assessment Skills of General Practitioners](#)

*Jacobus J. M. Jansen; Richard P. T. M. Grol; Harry F. J. M. Crebolder; Jan-Joost Rethans; Cees P. M. van der Vleuten*  
*Teaching and Learning in Medicine: An International Journal, 1532-8015, Volume 10, Issue 3, 1998, Pages 145 – 151*

# Murders in 15 years at DVIP

- ▣ One women killed her violent partner
- ▣ One man – killed four family members
- ▣ One child murdered
  
- ▣ Our services are complex with interlocking functions that need to work together to create safety

# Standards

- ▣ No evidence that any programme approach is better than another\*
- ▣ Ed Gondolf – “its the system that counts”

Standards should be linked to current research or a consensus on best practice

- ▣ Roland D. Maiuro ; Tamara S. Hagar ; Hsin-hua Lin ; Natalie Olson (2004) Are Current State Standards for Domestic Violence Perpetrator Treatment Adequately Informed by Research
- ▣ Gondolf, Ed (2002) Batter Intervention Systems

# Key elements of UK Programmes

- ▣ Provide a both a perpetrator programme and safety service for the partners and ex partners
- ▣ Every service must be working with Child Protection Services
- ▣ Risk assessment and risk management are critical functions of programmes
- ▣ All services must be operating in co-ordination with other agencies
- ▣ Service diverse community

# Accreditation Covers

Area	Requirements
Management of the organisation	26
Service structure and process	46
Serving a Diverse Community	11
Risk management	5
Child Protection	9
Partnership working	8

# Accreditation Assessment

- ▣ Review of Policy, Procedure, Management, Finances, Monitoring (recording of programmes)
- ▣ Site visit – interviews staff and external partners, looks at case files and watches recordings
- ▣ Assessment report goes to an external panel
- ▣ Accreditation last three years, possible random site visit during this three year period



# Lessons from 24 Assessments

- ▣ 14 organisations passed on the first assessment
- ▣ The size of the organisation has no influence on assessment outcome
- ▣ The type of organisation has some influence over assessment outcome – specialist domestic violence providers did better
- ▣ The programme approach made no difference to assessment outcome

# Strengths and weakness

- ▣ 4 organisations passed 100% of the standard first time
- ▣ Average is a compliance rate 75% of service standards across all organisations
- ▣ There is a pattern to which services standards were failed.
- ▣ More than half of the services failed services standards in risk management, case management and diversity

# Where we need to improve

## **Risk Assessment**

- ▣ Understanding of risk
- ▣ Poor risk assessment tools or inconsistent use
- ▣ Identification of changes in risk
- ▣ Communication of risk to others

## **Case Management**

- ▣ Not focussed of risk – too clinical

# Where we need to improve

## **Serving Diversity Communities**

- ▣ Forward planning – Lack of a strategic approach
- ▣ No resource allocation

## **Outcome Data Collection**

- ▣ Not enough management oversight of data collection

# Success

- ▣ The gap between the service standard and the reality of service provision has narrowed
- ▣ We know what support services need
- ▣ Respect is proving more support services than ever before
- ▣ Funders, commissioners, government value accreditation
- ▣ Respect Accredits the “System” not the programme

# Final thoughts

- ▣ Service standards – inevitable
- ▣ Who sets the standard is important
- ▣ Link standards to current knowledge base and focus on practice!
- ▣ Its the system that counts – so focus on risk management and interagency work
- ▣ Link accreditation to resources, support organisations to improve

[www.respect.uk.net/pages/accreditation-project](http://www.respect.uk.net/pages/accreditation-project)