

QUALITY STANDARDS FOR SERVICES SUPPORTING MALE VICTIMS/SURVIVORS OF SEXUAL VIOLENCE

**IMPLEMENTATION GUIDANCE FOR
COMMISSIONERS AND SERVICE PROVIDERS**

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ACKNOWLEDGMENTS

Male Survivors Partnership (MSP) and LimeCulture Community Interest Company (LimeCulture CIC) would like to thank everyone who supported the development of these quality standards.

We would also like to express our sincere thanks to all those who took part in the online survey, which was developed to gather the views of male victims/survivors.

We were overwhelmed by the large number of individuals who contributed to the survey and would like to thank them for their willingness to describe their personal experiences of accessing support services.

Their insight has been invaluable and meant that the needs of male victims/survivors remained central to all the work that has been done to develop these quality standards.

We are also extremely grateful to the commissioners, service providers and professionals, including members of the critical friend panel, who have supported the development of these quality standards.

MSP would like to give special thanks to its international partners including Dr Gary Foster (Living Well, Australia); Prof Patrick O'Leary (University of Queensland); Steve LePore (1in6, USA); Alistair Hilton (Terre des Hommes, Asia); Ken Clearwater and Tony Chamberlain (MSSAT, New Zealand); Rick Goodwin (Men and Healing, Canada) for all their support and feedback in the development of these standards.

Their experience, views and suggestions throughout the research, development and testing phases of this project has been incredibly useful.

We would like to thank the following organisations for their contribution to the development of the quality standards:

SERVICE PROVIDERS

- ◆ ARCH North East
- ◆ Aylesbury Vale Rape Crisis
- ◆ Barnsley Sexual Abuse and Rape Crisis Services
- ◆ Ben's Place (Survivors West Yorkshire)
- ◆ East Kent Rape Crisis Centre
- ◆ Family Matters
- ◆ Galop
- ◆ Guildford RASAC
- ◆ Mankind
- ◆ MENDING UK
- ◆ New Pathways
- ◆ Rape & Sexual Abuse (RASA) Centre
- ◆ Rape and Sexual Violence Project (RSVP)
- ◆ Safeline
- ◆ SARC Teesside
- ◆ Sunderland Counselling Service
- ◆ Survivors Manchester
- ◆ SurvivorsUK

COMMISSIONERS

- ◆ Devon & Cornwall Office of the Police and Crime Commissioner
- ◆ Essex Office of the Police and Crime Commissioner
- ◆ Hertfordshire Office of the Police and Crime Commissioner
- ◆ Lincolnshire Office of the Police and Crime Commissioner
- ◆ NHS England (Health and Justice)
- ◆ Nottinghamshire Office of the Police and Crime Commissioner
- ◆ South Yorkshire Office of the Police and Crime Commissioner
- ◆ Surrey Office of the Police and Crime Commissioner
- ◆ Sussex Office of the Police and Crime Commissioner
- ◆ Thames Valley Office of the Police and Crime Commissioner
- ◆ West Yorkshire Office of the Police and Crime Commissioner

PROJECT FUNDING

This ground-breaking project has been enabled by an award of £85,000 from the Lloyds Bank Foundation England & Wales – Transform Fund. Launched in 2016, this fund aims to stimulate innovation and improvements in the domestic and sexual abuse sectors.

LLOYDS BANK FOUNDATION 
England & Wales

FOREWORDS

MALE SURVIVORS PARTNERSHIP

On behalf of the founding members of Male Survivors Partnership, I am delighted and honoured to be able to present to you these quality standards which have been expertly developed by the team at LimeCulture CIC and generously funded by Lloyds Bank Foundation England & Wales – Transform Fund.

For over 20 years, numerous attempts have been made to create a cohesive vision for the delivery of quality assured support for male victims/survivors of sexual violence. However, changes in the political landscape and competing priorities of individual organisations has meant success has often been short lived.

That's not to say that great things haven't happened or lessons haven't been learned; we can only present this document now because of the actions of those that have gone before us.

Male survivors have played an integral part in the development of the sector and of these standards and we at Male Survivors Partnership are extremely grateful for the effort that's been made which will directly benefit others later.

The vision for Male Survivors Partnership is that organisations, both commissioners and service providers, use the standards to deliver the best possible, quality assured support to male victims/survivors. They deserve better than having to navigate the postcode lottery of services, which I believe keeps so many males silent.

Over the next 12 months the accreditation, monitoring and support trial will enable 10 organisations to achieve the quality standards, however we know that this is only the start.

I look forward to continuing to play my part in ensuring male survivors get the opportunity to heal safely and in a space created or adjusted specifically for them.



Duncan Craig
*Founding Member of the
Male Survivors Partnership (MSP)*

LIMECULTURE COMMUNITY INTEREST COMPANY

We are delighted to have been commissioned by Male Survivors Partnership to develop these quality standards. Through our work, LimeCulture CIC has seen first hand the increased demand for support from males who have experienced sexual violence.

We know that support is not always available to meet their needs, despite many services being keen to support to male clients, and these quality standards will help them to provide high-quality support to males.

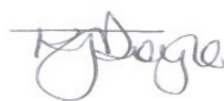
Crucially, these quality standards have been informed by frontline professionals working with males, services who support males and most importantly, males who shared their personal experiences of accessing support and told us what they want and need from service providers.

We are keen to ensure that these quality standards are available free of charge to any service provider who wishes to work towards meeting them. We believe they provide a bench-mark for service providers to monitor their provision against, which will ultimately drive up standards.

Importantly, sitting alongside these quality standards will be an accreditation process, which will allow service providers meeting the quality standards to achieve a 'kitemark'. This will act as evidence and independent verification as to the quality of the support they provide for male victims/survivors, something which services, commissioners and males all told us is really important to them.



Stephanie Reardon
*Joint Chief Executive
LimeCulture CIC*



Kim Doyle
*Joint Chief Executive
LimeCulture CIC*

SHARED UNDERSTANDING AND TERMINOLOGY

Ensuring a shared understanding of the terminology used within the quality standards is vital to ensure services are able to achieve and measure success.

MALE(S)

For the purpose of the quality standards individual(s) supported by services will be referred to as male(s). However, we wish to acknowledge gender identity can be fluid for some individuals where male as a definition includes cisgender (cis), transgender (trans), non-binary identities, individuals and communities.

CULTURAL SENSITIVITY

The quality standards acknowledge and reflect the wide diversity of the 'male' population, challenging the description of 'male' as a single, homogenous grouping. Services achieving these quality standards should actively challenge stereotypes and discrimination to develop a 'culturally sensitive' approach to delivering services.

MALE SEXUAL VIOLENCE

Taking into account international academic and practice based reflections, policy and research including 'Luxembourg Terminology Guidelines'. The term sexual violence is used throughout the standards to denote the acts of sexual abuse, rape, sexual assault and sexual exploitation committed against males, both adults and children.

IMPACT AND SOCIETAL EXPECTATIONS

It is clear that there are physical and psychological impacts of sexual violence for both genders. However, research indicates that the impact on males can be exacerbated due to societal expectations of masculinity and male behaviour.

PART ONE

BACKGROUND

The number of services supporting male victims/survivors of sexual violence has increased over recent years. In part, this is due to organisations responding to male victims/survivors who want to access support, but is also a result of the drive by commissioners to ensure equitable services are provided in their local communities.

As services for male victims/survivors are developed, it is crucial that they are able to meet the specific needs of their clients.

MSP was founded by four specialist sexual violence services (Survivors Manchester, Mankind, Safeline and SurvivorsUK) whose collective aim is to ensure support is available to meet the specific needs of male victims/survivors.

MSP commissioned LimeCulture CIC, the UK's leading sexual violence training and development organisation, to research, develop and implement quality standards for services supporting male victims/survivors of sexual violence, including an accreditation and monitoring process.

The purpose of these quality standards is to improve the consistency of service provision for male victims/survivors. The overall aim of the quality standards is to create a framework and benchmark that can be used to develop and improve the quality of service provision to male victims/survivors, in particular recognising their gender based needs.

THE CASE FOR QUALITY STANDARDS

Support for the development and implementation of the quality standards has been overwhelmingly positive from the full range of partners operating within the sexual violence support sector, including professionals working with male victims/survivors, services providing support, commissioners, policymakers, and most importantly, a wide range of male victims/survivors.

Commissioners and service providers have acknowledged the difficulty in evidencing the quality of support available to male victims/survivors. The general feedback has been that:

- Service providers report they are not currently able to provide appropriate evidence of the quality of their services for supporting males.

- ◆ Commissioners are not confident that the services they fund are the most appropriate to support male victims/survivors.

- ◆ Male victims/survivors are not assured of the quality of the services they are accessing.

Crucially, the development and implementation of quality standards will achieve the following objectives:

- ◆ Share and promote new ways of working, including partnership and co-delivery, for both service providers and commissioners.

- ◆ Improve quality by supporting both service providers and commissioners to adopt effective performance monitoring and benchmarking against the quality standards.

- ◆ Influence commissioners and policymakers to use the quality standards to promote equitable service provision between services and across geographical locations.

The demonstrable benefits of the quality standards will be:

- ◆ Service providers across the UK can begin to monitor their own performance against the quality standards.

- ◆ Commissioners can be confident that the service providers they commission are providing appropriate quality assured support to male victims/survivors.

- ◆ Male victims/survivors will be able to access a level of service that is clearly described and verified.

BENEFITS OF THE QUALITY STANDARDS

The main benefits of the quality standards are set out below.

- ◆ Male victims/survivors can be assured that their individual needs will be understood when accessing support from a service provider
- ◆ Service providers can provide evidence to commissioners and clients that their support interventions meet the individual needs of male victims/survivors
- ◆ Commissioners can be assured that the service providers they commission to support male victims/survivors are delivering high quality support that meets the needs of males

DEVELOPING THE QUALITY STANDARDS

CONSULTATION WITH SERVICE PROVIDERS AND PROFESSIONALS

The development of the quality standards included consultation and feedback from leaders and staff within services delivering support to male victims/survivors and those interested in doing so in the future.

The LimeCulture CIC development team visited 10 service providers currently supporting male victims/survivors, in order to gather their views about the specific aspects of working with males.

Two consultation workshops were held with commissioners and service providers in order to discuss ideas, gather views and collate suggestions about the breadth and detail that should be included in the quality standards.

CONSULTATION WITH MALE VICTIMS/SURVIVORS

An online survey was designed for male victims/survivors of sexual violence to elicit their views on the efficacy of the support they were provided and to give their personal opinion on the essential elements of support for male victims/survivors of sexual violence.

Over an 8-week period (between 21st July and 15th September 2017), 148 individuals responded to the online survey, sharing their views, experiences and suggestions.

DRAFTING THE QUALITY STANDARDS

All those who engaged with the development of the quality standards via visits, workshops or the survey were asked whether they would like to comment on the draft quality standards.

Those who offered to continue to be involved in the project were asked to provide feedback on the draft quality standards in order to ensure the language, scope and detail contained within the quality standards are fit for purpose and meet the needs of service providers, commissioners and most importantly, the male victims/survivors who access support.

TESTING THE QUALITY STANDARDS

The founding members of MSP volunteered to test the quality standards to assess the appropriateness of each of the quality standards to ensure they are achievable and meet the needs of service providers and their male clients.

IMPLEMENTATION OF THE QUALITY STANDARDS

These quality standards will be formally launched in January 2018 and they will be available free on charge through MSP website:

www.malesurvivor.co.uk

It is intended that the quality standards will be available to any professional, service provider, client or commissioner who wishes to access them to further the improvement of support for male victims/survivors. Before downloading the quality standards, service providers will be required to register so that we can monitor the uptake of the quality standards.

ACCREDITATION, MONITORING AND SUPPORT

During 2018/19, LimeCulture CIC will trial a programme of accreditation, monitoring and support with services providers wishing to adopt and implement the quality standards.

The funding from Lloyds Bank Foundation England and Wales will allow up to 10 organisations to become part of the trial and achieve a quality 'kite mark' once they are able to evidence they meet the standards. This will include a package of support for those not currently compliant with the standards who could benefit from tailored support in order to meet them.

¹ Mankind, Safeline, SurvivorsUK, & Survivors Manchester

WHO ARE THESE QUALITY STANDARDS FOR?

These quality standards have been developed for use by all services providing support to male victims/survivors of sexual violence including VCSE (Voluntary Community & Social Enterprise) sector; SARCS (Sexual Assault Referral Centres); or services within a statutory setting including NHS, Police or Local Authority.

These quality standards recognise that male victims/survivors are not a homogeneous group, and therefore have been developed to apply to services supporting all adult male victim/survivor, regardless of their socioeconomic group, their sexual orientation, their religious, cultural or political beliefs, whether the person who abused them was male or female, or whether the abuse occurred recently or non-recently.

These quality standards do not apply to services supporting male victims/survivors under the age of 18. Support provided to children and young people must be firmly rooted in the 'safeguarding' agenda and the quality standards for such support could not be considered or funded as part of this project.

Crucially, the quality standards do not consider the range of interventions that may be available to support male victims/survivors, or the efficacy of each intervention. Instead, the focus of the quality standards is on the quality of the service provision that is being delivered to meet the needs of adult male victims of sexual violence. Therefore, these quality services will apply to a range of services providing support, including (but not limited to) one to one counselling or psychological therapy, peer support, telephone helplines, advocacy, practical and emotional support, crisis support, medical examination etc.

It is important to note these standards are not applicable to services that support only female victims/survivors. MSP actively supports the protection and development of female-only services/spaces and are against pressuring female-only organisations to support male victims/survivors.

Where an organisation that has supported only female victims/survivors is transitioning to include support for male victims/survivors, we encourage them to adopt these quality standards in the development of their service provision in order to meet the needs of male victims/survivors.

PART TWO

THE QUALITY STANDARDS

These quality standards are made up of each the four separate domains, which are:

1. LEADERSHIP AND GOVERNANCE

2. ACCESS AND ENGAGEMENT

3. SERVICE DELIVERY

4. OUTCOMES AND EVALUATION

The information contained in this section of the guidance provides a description of each of four domains and the individual quality standard that make up the overall quality standards.

This section also includes a rationale for the inclusion of each quality standard, as well as the expectations on evidencing how the quality standard can be met.

1. LEADERSHIP AND GOVERNANCE

The service provider:

- 1.1 Is an incorporated legal entity and has a defined aim and objectives
- 1.2 Has a strategic plan, which focuses on long term sustainability of service delivery for its clients
- 1.3 Has policies and procedures in place specifically for supporting male clients
- 1.4 Has adequate financial controls in place to safeguard funds intended to support male clients
- 1.5 Ensures staff have appropriate experience, training and/or qualifications to support male clients
- 1.6 Demonstrates a culture of inclusivity with a visible male presence across the organisation

2. ACCESS AND ENGAGEMENT

The service provider:

- 2.1 Utilises male-specific and culturally sensitive marketing for its services for male victims/survivors, reflecting the diversity of the community it supports
- 2.2 Has a strategy for engaging with marginalised and disadvantaged male victims/survivors in the community it supports
- 2.3 Ensures equitable access to all services and premises for all clients, regardless of gender or other protected characteristic
- 2.4 Ensures its premises are welcoming and accessible to all clients, regardless of gender or other protected characteristic

3. SERVICE DELIVERY

The service provider:

- 3.1 Ensures leaders and staff understand how males response to trauma and have developed appropriate services to meet their needs
- 3.2 Empowers male clients to identify the services they need and adopts a flexible approach to engagement
- 3.3 Ensures staff can identify male clients in need of urgent support or those 'in crisis' and can manage risk accordingly
- 3.4 Adheres to all appropriate ethical and regulatory frameworks
- 3.5 Ensures all male clients can choose the gender of the professional(s) supporting them
- 3.6 Ensures that individual risk and needs assessments are carried out with all male clients
- 3.7 Ensures bespoke support plans are developed for all clients, based on their individual needs
- 3.8 Has established referral pathways to other services that may benefit its male clients
- 3.9 Is transparent about whether it supports perpetrators of sexual offences and has implemented policies to ensure client safety is maintained at all times

4. OUTCOMES AND EVALUATION

The service provider:

- 4.1 Has a process for encouraging feedback from male clients including those who chose not to proceed with support
- 4.2 Has a client consultative panel or user group that includes representation from its male clients
- 4.3 Identifies and monitors client outcomes
- 4.4 Collects and analyses outcome data to understand whether it is making a positive impact on the lives of its male clients
- 4.5 Reviews data, evaluation and feedback from male clients to develop new and innovative services

QUALITY STANDARD ONE: LEADERSHIP AND GOVERNANCE

WHY IS THIS QUALITY STANDARD INCLUDED?

Quality Standard One relates to the service provider's leadership and governance arrangements.

These quality standards will assure that the service provider can be held accountable by its clients and commissioners for the services and support that it provides.

These quality standards will ensure that the specific needs of male clients have been considered within the service provider's objectives, financial planning, policies and procedures including the training of staff.

1.1

THE SERVICE PROVIDER IS AN INCORPORATED LEGAL ENTITY AND HAS A DEFINED AIM AND OBJECTIVES

Rationale

It is essential that service providers supporting all victims/survivors have a governance structure by which they can be held accountable.

The service providers should have a clearly defined aim and objectives that they work to deliver. This should include an appropriate leadership structure with governance and accountability.

“ We know of some pop-up groups in our area, where concerns have been raised by clients and professionals, particularly around boundaries. As these service providers are not regulated or registered we have nowhere to raise such concerns other than not to refer to them or recommend them. ”

- Service Provider

ACHIEVING THE QUALITY STANDARD

- ✔ Leaders comply with all regulatory and legal obligations on behalf of the service provider and ensure staff do so too
- ✔ Staff demonstrate an understanding of the service provider's aim and objectives and work with leaders to achieve these
- ✔ Clients can access the service provider's aim and objectives in a format suitable to them

1.2

THE SERVICE PROVIDER HAS A STRATEGIC PLAN, WHICH FOCUSES ON LONG TERM SUSTAINABILITY OF SERVICE DELIVERY FOR ITS CLIENTS

Rationale

The service provider should be sufficiently focused on maintaining and ensuring long term stability of services for all clients and avoid disruption or withdrawal of services.

This could include funding/ commissioning arrangements for the service, staff recruitment and retention plans and development opportunities etc.

“ Presently I am accessing a charity which lost its funding and is attempting to find funding. There will be no service for men now.”

- Survey Respondent

“The service I accessed has a 50% funding cut this year and therefore if I was referred now I would have had a long waiting time and my life destroyed.”

- Survey Respondent

“Don't take up this work unless you're willing to continue with it for the long haul. Token initiatives are far, far worse for us than nothing at all.”

”

- Survey Respondent

ACHIEVING THE QUALITY STANDARD

- ✔ Leaders have written a long-term, strategic plan which is reviewed and updated annually, focusing on long term sustainability for its clients
- ✔ Staff demonstrate understanding and work towards delivering the strategic plan and are engaged in the review process
- ✔ Clients can access the service provider's strategic plan in a format suitable to them and are encouraged to engage in the review process

1.3

THE SERVICE PROVIDER HAS POLICIES AND PROCEDURES IN PLACE SPECIFICALLY FOR SUPPORTING MALE CLIENTS

Rationale

It is important that service providers understand that the specific needs of male victims/survivors differ from the needs of female victims/survivors. To address this, it is essential that service providers should ensure appropriate policies, procedures and working practices are in place.

For example, this might include adapting language in assessment questionnaires to ensure they are appropriate for use with male clients, designing male-specific processes for engagement or revising models of working. These policies must be sensitive to the diversity in the male community it represents.

“Initially there was no service for men abused or raped...services focus on abused women and male perpetrators. The language is unsympathetic towards abused men.”

- Survey Respondent

ACHIEVING THE QUALITY STANDARD

- ✔ Leaders have developed policies and procedures specifically for supporting male victims/survivors, which are reviewed regularly and implemented across the organisation
- ✔ Staff demonstrate an understanding of the service provider's policies and procedures and are engaged in the monitoring and review process
- ✔ Clients can access the policies and procedures that affect them and are encouraged to engage in the review process

1.4

THE SERVICE PROVIDER HAS ADEQUATE FINANCIAL CONTROLS IN PLACE TO SAFEGUARD FUNDS INTENDED TO SUPPORT MALE CLIENTS

Rationale

Where a service provider has been commissioned or awarded funds specifically to support male clients, there should be transparency about how these funds have been utilised. Ensuring appropriate financial control and audit practices are in place is essential.

Any ring-fenced, restricted or dedicated funds should not be re-directed to support other client groups (unless there is explicit agreement or approval to do so).

“ I founded a charity because all other avenues focused strongly on [supporting] women...but the men seemed an afterthought. It didn't feel genuine. ”

- Service Provider

ACHIEVING THE QUALITY STANDARD

- ✓ Leaders ensure that any funding intended to support male clients is used effectively and exclusively for that purpose and adequate financial controls and audit practices are maintained
- ✓ Staff involved in commissioning or delivering services should be aware of any ring-fenced or restricted funds for supporting male clients
- ✓ Clients can access the financial information published by the service provider in a format that is suitable to them

1.5

THE SERVICE PROVIDER ENSURES STAFF HAVE APPROPRIATE EXPERIENCE, TRAINING AND/OR QUALIFICATIONS TO SUPPORT MALE CLIENTS

Rationale

All staff assessing and providing support to male clients should have the relevant skills and knowledge to support male victims/survivors appropriately.

Training should focus on the specific response to trauma and societal issues that male victims/survivors experience.

“ *In my view, any volunteers or support workers MUST [have] far better training and reach, and pass, a nationally agreed level before they are allowed to work with victims.*

- Survey Respondent

”

ACHIEVING THE QUALITY STANDARD

- ✓ Leaders ensure that analysis of staff training needs is conducted annually to include continuous professional development, and have a plan to address any gaps through an appropriate training programme
- ✓ Staff meet their continuous professional development obligations and commit to advancing their knowledge of gender-specific issues relating to male clients through training made available by the service provider
- ✓ Male clients can be assured of staff competency and qualifications by being made aware that they can view staff training certificates and accreditation awards if requested

1.6

THE SERVICE PROVIDER DEMONSTRATES A CULTURE OF INCLUSIVITY WITH A VISIBLE MALE PRESENCE ACROSS THE ORGANISATION

Rationale

Throughout our consultation, professionals and service providers reported that having a male presence across their organisations is beneficial for all clients (both male and female) in showing a positive male role.

Male victims/survivors reported that having a male presence across the organisation creates a sense this is a place “for them”, where they are welcome.

“ The image of guys who have been abused is often that his whole life is wrecked. This doesn't give us hope... we need inspirational work and stories to be told.... because otherwise we get the sense we can't deal with things, that we don't have it within ourselves.”

- Survey Respondent

“I was then told by my social worker that because of numbers, support for men isn't important - that support is provided by women, for women.”

- Survey Respondent

”

ACHIEVING THE QUALITY STANDARD

- ✓ Leaders demonstrate their commitment to inclusivity by recognising the importance of a visible male presence across organisation and have implemented a recruitment policy to address this
- ✓ Staff understand why a visible male presence is important for a service provider that supports male clients and work with the leadership team to achieve this
- ✓ Clients respond positively to the service provider's culture of inclusivity and are encouraged to engage in any review process

QUALITY STANDARD TWO: ACCESS AND ENGAGEMENT

WHY IS THIS QUALITY STANDARD INCLUDED?

Quality Standard Two relates to access and engagement with male clients and seeks to ensure that the service provider recognises the specific needs of male clients.

Research indicates male victims/survivors tend not to engage with support service providers in the same way that female victims/survivors do. Male victims/survivors may take longer to access support following their experience of sexual violence, and they may take several attempts to meaningfully engage with the service or its staff.

Additionally, service providers should also recognise that males represent a diverse group, rather than one homogenous group, that do not respond, engage or access services in the same way. Therefore, service providers will require specific strategies to engage with marginalised groups in the communities they serve.

2.1

THE SERVICE PROVIDER UTILISES MALE-SPECIFIC AND CULTURALLY SENSITIVE MARKETING FOR ITS SERVICES FOR MALE VICTIMS/SURVIVORS, REFLECTING THE DIVERSITY OF THE COMMUNITY IT SUPPORTS

Rationale

It is clear that engaging with male victims/survivors is more successful if they see themselves represented in the marketing or engagement material.

All advertising, including website design should explicitly reflect the communities that the organisation supports and is aiming to engage with. Consideration should be given to ensuring the marketing or engagement material is visible at locations that are known to be used by men, such as gyms, GP surgeries, workplaces including occupational health, transport hubs, sporting venues, barbers and other appropriate venues.

“ We need clear and positive statements to advertise that it is perfectly acceptable to access support, and remove the idea that men shouldn't access support because in some way it was their fault.. Advertising featuring male role models says that it's ok to access this kind of support and it's no reflection on the man concerned.”

- Service Provider

“I think there's a possibility of teaming up within Unions and club spaces (gay clubs, arts venues and spaces that are not fringebased) to have advertising in bathrooms.. Stupid things like beer mats can work, but it can be tricky to get the advertising right on those sorts of things so it doesn't become a 'joke'.”

- Survey Respondent

”

ACHIEVING THE QUALITY STANDARD

- ✓ Leaders ensure any marketing material about the services for male victims/survivors provided by the organisation is gender specific, distributed appropriately and reflect the diversity of the male community the organisation supports
- ✓ Staff can demonstrate they understand why male victims/survivors are more likely to engage if the marketing is male-specific and highlights messages of recovery, hope and life after accessing services
- ✓ Male clients respond positively to marketing, report finding it in format and location suitable to them and are encouraged to engage in any feedback review process

2.2

THE SERVICE PROVIDER HAS A STRATEGY FOR ENGAGING WITH MARGINALISED AND DISADVANTAGED MALE VICTIMS/SURVIVORS IN THE COMMUNITY IT SUPPORTS

Rationale

The evidence from the online survey with male victims/survivors showed that those from specific client groups including homeless, gay, bisexual or transsexual, disabled and black and minority ethnic (BAME) communities, reported significant barriers to accessing services.

The service provider should consider the needs of a diverse range of male clients, when designing, promoting and delivering equitable services.

““ The sexual violence support sector is heavily skewed towards the young victim, for lots of good reasons. But that leaves a lot of us who are now later in life out in the cold.”

- Survey Respondent

“We identified that our client group is predominantly White British, which does not reflect the diverse metropolitan area we work in.

So, we have partnered with xxx who work with xxx community to deliver services in their premises where clients have existing relationships and may feel more comfortable.”

- Service Provider



ACHIEVING THE QUALITY STANDARD

- ✓ Leaders implement a strategy for engaging with male victims/survivors who are marginalised or disadvantaged
- ✓ Staff understand and work towards the strategy for engaging with male victims/survivors who are marginalised or disadvantaged
- ✓ Male clients from marginalised or disadvantaged background respond positively to the efforts of the service provider to engage with them and report improved access to services

2.3

THE SERVICE PROVIDER ENSURES EQUITABLE ACCESS TO ALL SERVICES AND PREMISES FOR ALL CLIENTS, REGARDLESS OF GENDER OR OTHER PROTECTED CHARACTERISTIC

Rationale

Providing equitable access to the full range of services will ensure that male clients are not disadvantaged by their gender and can access services that meet their needs.

Research in the development phase identified a number of services purporting to support males that did not allow or enable male clients to access their full range of services.

The online survey showed that these restrictions are not helpful in supporting or encouraging male victims/survivors to access or engage with support services. Male victims/survivors may be made to feel “second class”, “not a priority” or worse, perpetuate the myth that victims go on to become perpetrators, which research overwhelmingly indicates is not the case.

““ They didn’t let me into their office! I had to meet in a cafe so that felt very weird.”

- Survey Respondent

“I went to a service that supports women and, they said, men. What I found was a place that really only supported women and only directed males to service aimed at perpetrators. They did not have any interest in supporting me.”

”

- Survey Respondent

ACHIEVING THE QUALITY STANDARD

- ✓ Leaders do not restrict access to services or premises based on gender or any other protected characteristic
- ✓ Staff understand the importance of unrestricted access to services & premises for all clients and work with leaders to ensure this is delivered
- ✓ Male clients seeking support understand their rights and are made aware of the escalation process if they believe access is being restricted without good reason

2.4

THE SERVICE PROVIDER ENSURES ITS PREMISES ARE WELCOMING AND ACCESSIBLE TO ALL CLIENTS, REGARDLESS OF GENDER OR OTHER PROTECTED CHARACTERISTIC

Rationale

In considering the delivery of services, it is important to ensure that the premises are welcoming to all those who will be using the service.

For example, services should consider the waiting room arrangements, the overall décor (for example, the look and feel of the building or support rooms) and the location of where support will be provided.

“ The office was a little dated and at times it felt a little like I was slipping down some side street where nobody would see me. I understand that for many people, discretion is really important, but at times it made the experience feel a little shameful.”

- Survey Respondent

“I do not want to sit in a shabby room and talk about my issues. The whole service for victims is a shambles and does little to encourage victims, male or female, to come forward.”

- Survey Respondent

”

ACHIEVING THE QUALITY STANDARD

- ✓ Leaders recognise the importance of creating a welcoming and accessible environment for all clients, and are mindful of the needs of male victims/survivors
- ✓ Staff recognise the importance of welcoming clients into their premises, creating an accessible environment and are mindful of the needs of male victims/survivors
- ✓ Male clients report the premises are accessible and welcoming, that their needs are met and are encouraged to engage in any review process.

QUALITY STANDARD THREE: SERVICE DELIVERY

WHY IS THIS QUALITY STANDARD INCLUDED?

Quality Standard Three relates to the operational delivery of support services for male victims/survivors of sexual violence. Many service providers for male victims/survivors have been added to existing services for female victims/survivors without consideration of the specific needs of males. This can create significant challenges for males wishing to access support and may result in some males feeling their needs have not been taken into account.

The service delivery to clients should be based on the risk and needs of individual clients. All clients should have a choice about the gender of the professional supporting them, without a requirement to justify this decision.

3.1

THE SERVICE PROVIDER ENSURES LEADERS AND STAFF UNDERSTAND HOW MALES RESPOND TO TRAUMA AND HAVE DEVELOPED APPROPRIATE SERVICES TO MEET THEIR NEEDS

Rationale

Awareness of how male victims/survivors respond to sexual violence is essential to the delivery of appropriate and effective support that meets their needs.

Service providers must ensure that support for male victims/survivors is underpinned by an understanding of the impact of how society typically view male behaviour, including attitudes around masculinity, patriarchy and responses to trauma and seeking help. For example, some male victims/survivors report feeling re-traumatised by their engagement with services who did not understand or recognise their responses to trauma and their specific support needs.

“ My marriage ended due to my depression and drinking. I went to the police the day after my ex-wife walked out on me. I needed lots of time.. when you have not spoken about [the abuse] for years, men don't just start talking”

- Survey Responder

“I was suicidal and did not see a future. I needed to get back on track and I was young still with the belief I could achieve whatever I want. My behaviour was out of control excessive drinking and abusing myself due to the abuse.”

”

- Survey Respondent

ACHIEVING THE QUALITY STANDARD

- ✔ Leaders have implemented appropriate recruitment and training processes to assure staff working with male victims/survivors can demonstrate they understand male-specific responses to trauma in their work
- ✔ Staff are trained in working with male-specific responses to trauma and have access to appropriate supervision and resources (if working with clients) to support their work
- ✔ Male clients report the support they receive has provided them with an understanding of the male-specific response to trauma and how this has informed the support they have received

3.2

THE SERVICE PROVIDER EMPOWERS MALE CLIENTS TO IDENTIFY THE SERVICES THEY NEED AND ADOPTS A FLEXIBLE APPROACH TO ENGAGEMENT

Rationale

Service providers should support clients to identify their own support needs i.e what support do they believe would benefit them personally, or indeed, what support would not work for them.

Research indicates male victims/survivors will typically engage with services in a different way to female victims/survivors. They may need different levels of support, delivered in different ways, at different intervals or timeframes.

Service providers supporting male victims/survivors report that male victims/survivors often take longer to decide if a service is right for them before they engage with the support on offer. The survey respondents also expressed a desire for more flexible support including email/online contact before engaging with the service.

“ We know that males won't just walk in to our offices and ask for support. They will walk up and down the road to look at our office, then they might call us or email us, then they might come in for a chat, but they don't engage straight away. We expect that, so we let them come on their terms, when they are ready”

- Service Provider

“Living in a rural area meant travelling into town for appointments, I was lucky to be able to afford it, and get the time off during the day from my employer. Evening appointments became available and that improved everything for me.”

”

- Survey Respondent

ACHIEVING THE QUALITY STANDARD

- ✔ Leaders acknowledge that male victims/survivors may take longer to engage in support so flexible working practices are in place to allow male victims/survivors to engage with the service that best suits their needs
- ✔ Staff implement flexible working practices that encourage male victims/survivors to engage with the services
- ✔ Male clients report feeling empowered to choose how they engage with the service

3.3

THE SERVICE PROVIDER ENSURES STAFF CAN IDENTIFY MALE CLIENTS IN NEED OF URGENT SUPPORT OR THOSE 'IN CRISIS' AND CAN MANAGE RISK ACCORDINGLY

Rationale

Professionals, service providers and survey respondents reported that many male victims/survivors seek support following a significant life crisis.

Therefore, it is essential that services are able to identify clients in crisis and prioritise their support. Where services operate a waiting list or are not available out of hours, male victims/survivors should be provided with details of other support organisations who can offer immediate support. For example, details of the National Male Survivor Helpline or National Male Online Support Service could be provided.

“ For a lot of our [male] clients, when they finally acknowledge that they need support, they are in a really bad way. They couldn't cope if we just shoved them on a waiting list and didn't contact them for six-months. We have to monitor them and prioritise those who are most in need. It's really hard but we constantly check in with those we can't support straight away. ”

- Service Provider

ACHIEVING THE QUALITY STANDARD

- ✔ Leaders have implemented working practices to identify male clients 'in crisis', identify and manage the risk and refer to immediate external support where necessary
- ✔ Staff are trained to spot the signs of a male client 'in crisis', identify and manage risk and make referrals to other services where necessary
- ✔ Male clients report the staff responded appropriately to their needs and are encouraged to engage in any review process

3.4

THE SERVICE PROVIDER ADHERES TO ALL APPROPRIATE ETHICAL AND REGULATORY FRAMEWORKS

Rationale

Service providers should ensure that each aspect of service delivery adheres to ethical and regulatory frameworks wherever possible to assure the safety and effectiveness of their services.

This may be linked to therapeutic delivery or organisational standards e.g. Information Governance, Confidentiality, Information Sharing etc. and may include accrediting bodies, professional standards, statutory guidance and published best practice.

“ It’s really important that sexual violence services deliver a safe, effective service to their clients. This means that where therapeutic interventions are being delivered, the services and staff must meet the requirements of the relevant professional body. You can’t just have anyone attempting to providing support- it’s dangerous.

- Survey Respondent

”

ACHIEVING THE QUALITY STANDARD

- ✔ Leaders comply with all relevant ethical and regulatory obligations on behalf of the service provider and ensure services delivered are safe
- ✔ Staff are expected to comply with all relevant ethical and regulatory obligations
- ✔ All clients can access information about regulatory and ethical compliance

3.5

THE SERVICE PROVIDER ENSURES ALL MALE CLIENTS CAN CHOOSE THE GENDER OF THE PROFESSIONAL(S) SUPPORTING THEM

Rationale

It is clear from research that not all male victims/survivors will have a preference of the gender of the professional who supports them. Whilst, some will want to be supported by a male professional, others will want a female professional. Therefore, it is important that male victims/survivors are given a choice.

Service providers should monitor that a choice has been offered and how the male victims/survivors needs have been met. Nearly two-thirds of survey respondents, (63%) stated a choice of gender of support worker was important, yet more than half of survey respondents (56%) reported that they were not offered the choice of gender of their support worker.

“I’ve never been able to trust men as I was abused by a man. I can only open up to a woman”

- Survey Respondent

“I react differently to women. I wanted a male supporter but the services didn’t employ men and I couldn’t work with a woman. Men understand men.”

- Survey Respondent

“The service was in a tiny box room and I was not able to see a male support worker, I felt awful in this situation and disempowered as I was told I could not see a male worker.”

- Survey Respondent

”

ACHIEVING THE QUALITY STANDARD

- ✓ Leaders acknowledge the importance of ensuring all clients can choose the gender of their support worker and have implemented working practices to ensure this choice is met and respected
- ✓ Staff understand why choice is important for clients accessing services and have implemented working practices to ensure this choice is met and respected
- ✓ All clients report that their choice of gender of support worker has been met and respected

3.6

THE SERVICE PROVIDER ENSURES THAT INDIVIDUAL RISK AND NEEDS ASSESSMENTS ARE CARRIED OUT WITH ALL MALE CLIENTS

Rationale

Service providers should aim to build a culture of safety that supports clients and staff by ensuring risk and needs assessments are an integral aspect of service provision.

Recognising the dynamic nature of an individual's risk and needs, on-going and regular assessment should be routinely conducted in order to identify, monitor and manage the individual risk and needs of each male client.

“ There is sometimes a perception that a man is more of a risk and shouldn't be scheduled [for support] out of hours. But women can get angry and violent too!”

- Service Provider

“There were literally no services available for men here and there still aren't. The ones meant for women accused me of being an abuser.”

- Survey Respondent



ACHIEVING THE QUALITY STANDARD

- ✔ Leaders demonstrate they understand the effects of trauma and work with staff to understand the risks and needs of male clients
- ✔ Staff understand the importance of identifying the individual risk and needs of male clients and carry out appropriate risk and needs assessments
- ✔ Male clients receive an explanation of the purpose of the risk and needs assessment to enable them to participate in the process

3.7

THE SERVICE PROVIDER ENSURES BESPOKE SUPPORT PLANS ARE DEVELOPED FOR ALL CLIENTS, BASED ON THEIR INDIVIDUAL NEEDS

Rationale

Following the outcome of any risk and need assessments (see standard 3.6), a support plan should be developed. This should form the basis for the support the service will provide to the client.

The support plan should be regularly reviewed with the client to identify what actions should to be taken either by themselves or the support service in order to meet their needs and mitigate any risks to themselves or others.

Support plans may identify the need to engage with other or alternative services to specifically meet the needs of male clients e.g., occupational health teams, mental health teams or men's health organisations (see standard 3.8)

“ Men seem to want to know what's coming next. They seem to like to know what support we will provide for them, how often we will provide it and for how long. A plan is really important!”

- Service Provider

“I was allowed to go at my own pace and deal with the various issues as they came to the fore. I was never pushed and my counsellor was always non-judgmental”

”

- Survey Respondent

ACHIEVING THE QUALITY STANDARD

- ✓ Leaders have implemented a delivery model that incorporates individual support plans for all clients and ensures appropriate supervision and monitoring of caseloads is in place
- ✓ Staff understand the importance of an individual support plan and demonstrate they engage and empower their clients in the development and implementation of the plan
- ✓ All clients understand their individual support plan and their role in its continued development

3.8

THE SERVICE PROVIDER HAS ESTABLISHED REFERRAL PATHWAYS TO OTHER SERVICES THAT MAY BENEFIT ITS MALE CLIENTS

Rationale

Male clients may have needs that require the support of other or alternative support services. Such services may be different to the types of services that are typically accessed by female clients. Therefore, services supporting male clients may need to undertake a detailed scoping exercise, as well as reviewing individual support plans to identify if there are any trends in services required by male clients.

The service should ensure that clear referral pathways are in place to a range of local services. These should be reviewed routinely to ensure they are up to date and arrangements are in place to allow for referral

“ *The Criminal Justice Male Support Worker has been successfully able to engage males who have otherwise not engaged with other professionals or services, and acted as an important conduit by supporting them to accessing other services.* **”**

- Service Provider

ACHIEVING THE QUALITY STANDARD

- ✔ Leaders have developed appropriate partnerships with other organisations to establish timely and appropriate referral pathways for its male clients
- ✔ Staff demonstrate an awareness of other services and the referral pathways, as well as competence to identify where new pathways should be established to address the specific needs of male clients
- ✔ Male clients experience timely and appropriate referrals to other services with appropriate information is shared to support their access

3.9

THE SERVICE PROVIDER IS TRANSPARENT ABOUT WHETHER IT SUPPORTS PERPETRATORS OF SEXUAL OFFENCES AND HAS IMPLEMENTED POLICIES TO ENSURE CLIENT SAFETY IS MAINTAINED AT ALL TIMES

Rationale

It is important to acknowledge that some male victims/survivors accessing support services may disclose they are (or have previously been) perpetrators of sexual offences. Such disclosures may be made either when first accessing support or during the course of support.

Service providers should, therefore, have a clear and open policy regarding whether they will continue to engage with that individual, and provide support to them.

“ At our service, we will continue to support males who have abused in the past, in line with our policy. For us, it is about identifying whether there is a risk and managing it to ensure everyone is safe. ”

- Service Provider

ACHIEVING THE QUALITY STANDARD

- ✓ Leaders have implemented a policy of transparency regarding working with perpetrators of sexual offences and have implemented procedures to enable safe working or onward referral
- ✓ Staff demonstrate an awareness of the Service provider's policies around working with perpetrators of sexual offences and can implement this to work safely with all clients
- ✓ All clients have access to information on the Service providers policy and procedures on working with perpetrators of sexual offences at the point of referral, assessment and during their support

QUALITY STANDARD FOUR: OUTCOMES AND EVALUATION

WHY IS THIS QUALITY STANDARD INCLUDED?

Quality Standard Four relates to outcomes, evaluation and the ability of the service to meet the needs of male clients. This can be done through a variety of methods including routine data collection, clinical outcomes evaluation and client feedback and service review and improvement

Monitoring the service provider's ability to meet the client's needs will be important for commissioners, the service and its staff and importantly, the client himself.

Commissioners will want to be assured that the service provided is effective to meet the needs of the local population, does not replicate other services and provides value for money.

Service providers will want to monitor outcomes to ensure that they are performing as well as possible to meet the needs of their client-groups.

Individual male clients will benefit from tracking their own progress throughout their journey of support. Many males report feeling empowered by being able to see how far they have come in their healing and recovery.

4.1

THE SERVICE PROVIDER HAS A PROCESS FOR ENCOURAGING FEEDBACK FROM MALE CLIENTS INCLUDING THOSE WHO CHOOSE NOT TO PROCEED WITH SUPPORT

Rationale




Service providers should encourage all clients to provide feedback about the support they have received (or are receiving from the service). A range of options should be available to encourage feedback, including face to face, written and online feedback.

It is important that service providers also encourage feedback from those who choose not to proceed with support, as this can identify potential barriers to engagement and assist the development of new types of services or delivery methods.

“ *Involve men in designing how support is delivered and the environment in which it is delivered.* ”

- Service Provider

ACHIEVING THE QUALITY STANDARD

-  Leaders recognise the importance of feedback from male clients about the support they have received and have implemented processes to facilitate this
-  Staff encourage their male clients to give feedback about the support they have received and practices are informed and improved as a result
-  Male clients are made aware of the processes for feedback and are able to engage in this process and have access to the outcomes

4.2

THE SERVICE PROVIDER HAS A CLIENT CONSULTATIVE PANEL OR USER GROUP THAT INCLUDES REPRESENTATION FROM ITS MALE CLIENTS

Rationale

Being able to consult with clients will be a useful mechanism to ensure the service is as good as it can be.

Developing the facility to discuss ideas and challenges with male victims/survivors will be important in order to design and monitor services that truly meet the needs of those who use the service.

“ We’ve just brought together a panel of our service-users and we ask them to tell us what they liked, what they didn’t like and how we can do things better. They tell us things that we really hadn’t thought of, or didn’t expect them to say. It’s amazing to have the opportunity to really listen to what they want or need changing.”

- Service Provider

“Provide low threshold [of] information [to] give opportunity to speak to a service provider without obligations.”

”

- Survey Respondent

ACHIEVING THE QUALITY STANDARD

- ✓ Leaders recognise the importance of engaging with male clients to seek advice about service design, delivery and improvements
- ✓ Staff can share information with the consultative panel and have access to feedback from the panel where it will benefit their work with male clients
- ✓ Male clients are made aware of the consultative panel, are able to engage in this process and have access to the outcomes

4.3

THE SERVICE PROVIDER IDENTIFIES AND MONITORS CLIENT OUTCOMES

Rationale

The identification and monitoring of outcomes for clients is an important aspect of service delivery. Ensuring outcome measures appropriate for male victims/survivors will be key to ensuring the service is continuing to meet the needs of its clients.

It is important to recognise that a positive outcome for a male client may not always be the same as the positive outcome for the service or the commissioners. For example, some commissioners may focus criminal justice engagement as a positive outcome while a male client may not wish to pursue this pathway focusing instead on health or social outcomes.

“ *The service was able to bring a positive outcome to me, it enabled me to change my self-destructive lifestyle.* ”

– Survey Respondent

ACHIEVING THE QUALITY STANDARD

- ✓ Leaders recognise the importance of identifying and monitoring appropriate client outcomes
- ✓ Staff are trained and experienced to identify and monitor appropriate outcomes and these are used to direct the support provided
- ✓ Male clients are empowered to identify and report what a positive outcome of the support would be for them

4.4

THE SERVICE PROVIDER COLLECTS AND ANALYSES OUTCOME DATA TO UNDERSTAND WHETHER IT IS MAKING A POSITIVE IMPACT ON THE LIVES OF ITS MALE CLIENTS

Rationale

It is important to understand how services are changing male client's lives for the better. To this end, data should be collected, monitored and analysed regularly.

Where appropriate, data collected by the service should be published in accessible formats to highlight the work of the organisation which might encourage more male victims/survivors to engage with it.

“ We review quarterly the access statistics to see how we are meeting the needs of the diverse population we are commissioned to support. We can always do more. ”

- Service Provider

ACHIEVING THE QUALITY STANDARD

- ✔ Leaders recognise the importance of data collection to monitor and improve support services
- ✔ Staff recognise the importance of data collection to monitor and improve the service. They are confident discussing why data is collected and how it is used
- ✔ Male clients can access data collected as well as information on how it is used to improve the service or their individual support. They are empowered to contribute data as an essential element of their support.

4.5

THE SERVICE PROVIDER REVIEWS DATA, EVALUATION AND FEEDBACK FROM MALE CLIENTS TO DEVELOP NEW AND INNOVATIVE SERVICES

Rationale

It is essential that service providers routinely review the data they have collected from supporting male clients, including feedback from clients to inform their service provision and identify any development requirements.

This should also be done in the context of wider population needs assessment to determine whether an equitable service is being provided to the community they intend to serve.

“ We have a suggestion box and all clients are asked to provide feedback, at different stages of contact. We have a noticeboard ... 'You said ... we did' at the entrance it shows clients we have listened to their suggestions and improved things.

”

– Service Provider

ACHIEVING THE QUALITY STANDARD

- ✓ Leaders understand that service development should be driven by the needs of male clients (and potential male clients) and are proactive in developing new and innovative services to meet these needs
- ✓ Staff are able to implement recommendations from evaluation and feedback into their work and contribute to evaluation and feedback processes as well as empowering and enabling their male clients to do so where appropriate
- ✓ Male clients are regularly consulted about service development and are able to contribute into the design and development of new services

GLOSSARY

◆ **Cisgender/Cis**

A person whose gender identity is the same as the sex assigned to them at birth

◆ **Client(s)**

A person or people accessing services from an organisation

◆ **Commissioner(s)**

Statutory and non-statutory funding bodies, such as Police & Crime Commissioners, Ministry of Justice, NHS Commissioners, Home Office, Big Lottery Fund etc.

◆ **Female(s)**

A person or people who define their gender identity as female

◆ **Gender**

A wide-range of characteristics and identities that are expressed by People and are described as differentiating between male or female

◆ **Leader(s)/Leadership**

Leaders are defined within an organisation as the Chief Executive, Chair of the Trustees, Director, Clinical Lead, Head of Service Delivery or other equivalent senior roles of influence and management

◆ **Male(s)**

A person or people who define their gender identity as male

◆ **Non-Binary/Genderqueer**

A person whose gender identity is not exclusively male or female, masculine or feminine

◆ **Organisation(s)**

The incorporated legal entity that delivers services through its staff and is supervised by its leaders

◆ **Person/People**

An individual human being/human beings, collectively

◆ **Premises**

The physical or online space where the organisation delivers its services through its staff

◆ **Protected Characteristic**

As defined by the Equalities Act 2010 – gender, gender reassignment, sexual orientation, religion or belief, marriage and civil partnership, disability or age

◆ **Service(s)/Service Provider(s)**

An umbrella word encompassing support services delivered by an organisation such as counselling, peer support, telephone support and Independent Sexual Violence Advisors (ISVAs)

◆ **Sex**

A biological descriptor, male or female, of a person, either assigned at birth or reassigned later

◆ **Staff**

Individuals connected to an organisation employed, volunteering or otherwise

◆ **Transgender/Trans**

A person or people whose gender identity differs to the sex that was assigned to them at birth

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CONTACT

MSP | MALE SURVIVORS PARTNERSHIP

Male Survivors Partnership (MSP) - founded by Survivors Manchester, Mankind, SurvivorsUK and Safeline is a consortium of UK based male victim/survivor organisations who have formally agreed to work together to:

- ◆ Increase society's awareness of male sexual violence
- ◆ Highlight and promote the needs of male victims/survivors
- ◆ Increase the support for male victims/survivors of sexual violence across the UK

www.malesurvivor.co.uk



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LimeCulture Community Interest Company (CIC) is the UK's leading sexual violence training and development organisation. Through our breadth of professional knowledge and experience of working across the sexual violence sector, we are able to support our clients to deliver excellent services to victims/survivors of rape and sexual assault.

www.limeculture.co.uk
info@limeculture.co.uk
Tel: 0203 633 0018

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