

## Assist victims, survivors and witnesses to manage the effects of their experience

### Overview

This standard is about assisting victims, survivors and witnesses of offending / anti- social behaviour to manage the effects of the experience on their lives. This assistance goes beyond any initial support they may have received. It involves talking to victims, survivors and witnesses about what has happened, and how it has affected them, and considering what might enable them to manage their experience. It also involves assessing with victims, survivors and witnesses the further support that they or their family may need to manage the effects of their experience. The effects may be psychological, physiological or social, with impacts on personal security and safety.

The support considered may range from information, counselling and emotional support, to assistance with health care, safety, and protection.

The term 'victims, survivors and witnesses' refers to the people to whom you are providing support, and may include the family and friends of a victim, especially in the case of bereaved families.

#### **There are two elements**

1. Assist victims, survivors and witnesses to assess options for managing the effects of their experience of crime or anti-social behaviour
2. Support victims, survivors and witnesses to manage their experience of crime or anti-social behaviour

#### **Target group**

This standard is intended for those who assist and support victims, survivors and witnesses beyond any initial support. It is designed to be relevant within a range of justice services.

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## Performance criteria

You must be able to:

### **Assist victims, survivors and witnesses to assess options for managing the effects of their experience of crime or anti-social behaviour**

1. hold meetings in an appropriate and safe environment for the individual, taking into account their physical and emotional needs
2. introduce yourself and welcome victims, survivors and witnesses, encouraging them to be at ease in line with their needs
3. explain your organisation's policy related to confidentiality
4. identify the range of services which you and your organisation can offer
5. check that all persons accompanying victims, survivors and witnesses understand their role in the process
6. reassure victims, survivors and witnesses in line with their needs
7. seek advice on the need for more specialised help from an appropriate colleague, when the individual's distress or reaction indicate a need to do so
8. assist victims, survivors and witnesses to identify and explore aspects of their lives affected by their experience and determine those which are priorities to address in line with their needs
9. listen and respond to the points made, communicating using techniques which suit the needs and abilities of victims, survivors and witnesses
10. treat victims, survivors and witnesses with dignity and respect, accepting what they say without making judgements
11. assist victims, survivors and witnesses to identify what they feel able to manage themselves and where they need support from others
12. review with victims, survivors and witnesses possible ways forward which address their needs, welfare and safety and that of any dependents, in line with your organisation's procedures
13. take necessary steps to maintain the safety and wellbeing of victims, survivors and witnesses where this is under threat
14. explain to the individual what will happen next and seek, where needed, their consent to an agreed course of action
15. assist victims, survivors and witnesses to decide for themselves the options that would help them most

### **Support victims, survivors and witnesses to manage their experience of crime or anti-social behaviour**

16. assess with victims, survivors and witnesses, their progress in managing their experience of crime or anti-social behaviour, using methods which acknowledge their right to decide what constitutes progress, and to recover at their own pace

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17. assess with victims, survivors and witnesses whether the support and other services they chose to help them are working in practice
18. assist victims, survivors and witnesses to decide if they want to modify, or to stop, the support or other services they are receiving
19. agree with victims, survivors and witnesses the steps to take next, and when this will be reviewed
20. maintain confidentiality in line with your organisation's policies and procedures
21. maintain records of the individual's decisions about the support and other services they require, the agreed next steps and the resulting actions to take, in line with organisational requirements

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## Knowledge and understanding

You need to know and understand:

### Legislative, regulatory and organisational requirement

1. legal and organisational requirements which relate to assisting victims, survivors and witnesses and assessing their needs for further support, and their impact for your area of operations
2. legislation, policies and procedures relating to data protection, health and safety, diversity and their impact for your area of operations
3. the role of your organisation and its services in supporting victims, survivors and witnesses
4. organisational policy and procedures regarding confidentiality of information and the disclosure of information to third parties, and the specific circumstances under which disclosure may be made
5. organisational requirements related to allowing others to be present in discussions with victims, survivors and witnesses, and the relative benefits and disadvantages that the presence of others can create
6. the limits of your authority and responsibility, and the actions to take if these are exceeded

### Working with victims, survivors and witnesses

7. good practice communication techniques relevant to the situation and how to apply them
8. the impact of crime on victims, survivors and witnesses and their need for protection, respect, recognition, information and confidentiality
9. reactions to the experience of crime, and the factors which affect how victims, survivors and witnesses react to and recover from their experience
10. the nature of secondary victimisation and how this can be prevented
11. how to assess needs and determine the type of services that are necessary to meet them
12. the ways in which stereotyping and discrimination might affect the assessment of victims, survivors and witnesses' needs, and how to guard against this
13. the needs of those who have experienced crime and who may be particularly vulnerable
14. why it is important to involve those with parental responsibilities in work with children who have been affected by crime and/or anti-social behaviour
15. how to apply for criminal injuries compensation
16. how to access legal advice
17. the options for supporting victims, survivors and witnesses, and the

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reasoning processes used in determining the most appropriate options for the individuals concerned

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<b>Relevant Occupations</b>	Public Service and Other Associate Professionals; Public Services; Probation Officers; Probation Staff; Probation Support Officers; Community justice workers
<b>Suite</b>	Addressing and responding to honour-based violence; Addressing stalking; Community Justice
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