

Enable people to support victims, survivors and witnesses in managing the effects of their experience on their lives

Overview

This standard is about enabling other people to support victims, survivors and witnesses. Other people may involve those who are significant to victims, survivors and witnesses, such as their parents, partner, family or friends, and/or workers from agencies that support victims, survivors and witnesses. The support you provide to enable these other people will in turn enable them to support victims, survivors and witnesses.

Within this standard, the term 'individual' refers to the victim, survivor or witness, while 'people' or 'person' refers to those you are enabling.

There are two elements

1. Agree with people how they will support victims, survivors and witnesses in managing their experience
2. Assist people as they support victims, survivors and witnesses in managing their experience

Target group

This standard is applicable to those who provide support and other services to victims, survivors and witnesses.

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Performance criteria

You must be able to:

Agree with people how they will support victims, survivors and witnesses in managing their experience

1. obtain all available and relevant information regarding the support to be provided for the individual
2. identify the nature of support required, its goals, and how it reflects the needs of victims, survivors and witnesses
3. identify those people who are best placed to offer and provide support, given the circumstances of the case and their own needs, in line with your organisation's policy and procedures
4. obtain the informed consent and involvement of the individual to make contact with those who might be able to offer support
5. approach those who might be able to offer support and discuss fully with them the role they may have, confirming that each person understands the different roles and responsibilities of those involved
6. assist people to understand the nature and level of support that the individual may need and how their support will complement the other forms of assistance that have been offered to the individual, in line with your organisation's procedures for confidentiality
7. discuss fully with people how they could support the individual, based on the best balance between:
 - 7.1 their own needs and/or level of emotional involvement
 - 7.2 the potential benefits to the individual
 - 7.3 the potential benefits and risks to the person offering support
 - 7.4 the individual's needs, preferences and wishes
8. answer questions in an open and honest manner and seek information from others where appropriate
9. identify with people how they will be supported themselves, where needed
10. seek advice and support promptly from an appropriate person if you consider that others are unable to meet the needs of the individual, or are unsure about the action that should be taken
11. maintain records of the agreements made, and the resulting action to be taken, in line with organisational requirements
12. communicate to the individual all relevant information regarding:
 - 12.1 the agreements made
 - 12.2 resulting action to be taken in relation to the support being offered
 - 12.3 who will be involved
13. respect the individual's right to change their mind and to consider amended or alternative approaches to the support needed

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Assist people as they support victims, survivors and witnesses in managing their experience

14. provide others with accurate information about how their role in supporting the individual interacts with your own role, and the roles of those within other organisations who are working with the individual
15. explain your organisation's policy relating to confidentiality
16. provide relevant information and advice to people about methods of supporting the individual that will meet the individual's needs, preferences and wishes
17. identify the range of services which you and your organisation can offer towards supporting the individual, and those of other organisations that may be able to assist
18. confirm that all persons understand their role, and that the support offered is in accordance with the actions agreed with the individual
19. decide the most appropriate way of keeping in contact with relevant others according to the nature and priority of the case, and any associated risk to the health and safety of individuals and others, in line with your organisation's requirements
20. maintain regular contact with all relevant parties and monitor their progress in supporting the individual, including the effect that the support is having on the individual's ability to manage their experience, and upon the person supporting the individual
21. take the necessary steps where there are concerns about the nature of the support being provided by people working with individuals, in line with your organisation's policies and procedures
22. assess with individuals whether the support and other services are working in practice, and assist them to decide if they want to modify, or to stop, the support they are receiving
23. seek advice and support from an appropriate person if you are unsure about what action should be taken
24. review with people their future involvement with the individual, once the individual seems to be able to manage their experience
25. maintain records, in line with organisational requirements

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Knowledge and understanding

You need to know and understand:

Legislative, regulatory and organisational requirements

1. legal and organisational requirements which relate to enabling others to support victims, survivors and witnesses, 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, and the services which it provides in supporting victims, survivors and witnesses who have suffered bereavement
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 relating to allowing others to be present in discussions with victims/survivors/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 within the community justice sector

7. the impact of crime on victims, survivors and witnesses and their need for protection, respect, recognition, information and confidentiality
8. how to assess needs of victims, survivors and witnesses and determine the type of support that is necessary to address them, including procedures and tools used within your organisation
9. the ways in which stereotyping and discrimination might affect the assessment of the needs of individuals, and how to guard against this
10. reactions to the experience of crime, and the factors which affect how individuals react to and recover from their experience
11. the organisation's procedures relating to safeguarding, including the needs of those who have experienced crime and who may be particularly vulnerable
12. why it is important to involve those with parental responsibility in work with children who have been affected by crime and/or anti-social behaviour
13. the options for supporting individuals and the reasoning processes used in determining the most appropriate options for the individuals concerned
14. different ways of supporting victims, survivors and witnesses through working through a third party, and methods for doing this
15. how different cultures, religions and ethnicity may affect procedures for

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providing support, and the support available from relevant organisations

16. the needs of those who have experienced serious personal assault, domestic violence, hate crime, and/or sexual abuse and who may be particularly vulnerable, including:

16.1 children and young people

16.2 people with mental health problems

16.3 people with learning difficulties

17. the impact that appearance at court can have on victims, survivors and witnesses, and their parents, partners, family and friends, and how their needs for support may differ

18. the conflicts of interest that may exist between the needs of individuals and those of the people supporting them, including methods for handling these

19. the role of your organisation and its services and how they relate to other organisations and services in the community justice sector

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