

### Overview

This standard is about evaluating and processing referrals to provide services to victims, survivors and witnesses affected by offending or anti-social behaviour. In the case of bereavement this may also include the family and friends of the victim. Referrals may be received directly from individuals (i.e. self referrals) or from other agencies.

It involves checking the information provided, making arrangements to gather further information, and evaluating the information to determine the appropriate response. The response may involve the provision of services from within your own organisation, or a referral to other organisations that may be better placed to meet an individual's needs, or a combination of both. If services are to be provided from your own organisation, you need to determine how to allocate the referral to an appropriate person.

The term 'victims, survivors and witnesses' is taken to refer 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 Evaluate referrals to provide services to victims, survivors and witnesses
- 2 Process and allocate referrals to particular workers

#### Target Group

This standard is intended for those acting as the initial point of contact for referrals to provide services which support victims, survivors and witnesses. It is designed to be relevant to the probation service, the Crown Prosecution Service, the police and agencies which provide general services to people in difficulties who may receive referrals of victims/survivors and witnesses; and those who coordinate and manage services within these agencies.

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## Evaluate and process referrals to provide services to victims, survivors and witnesses

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### Performance criteria

*You must be able to:*

#### Evaluate referrals to provide services to victims, survivors and witnesses

- P1 maintain the confidentiality of referral information, in line with your organisation's policies and procedures
- P2 acknowledge promptly the receipt of written referral information, where appropriate
- P3 identify any difficulties with the source of referral and take appropriate steps to address these
- P4 identify any problems with the information and take appropriate steps to address these, including making arrangements to gather any additional information needed to evaluate the referral
- P5 seek advice from an appropriate colleague on the priority of the case
- P6 determine the appropriateness and limitations of the services which can be provided by your organisation to the individual referred
- P7 identify those cases where it is necessary to make use of the services provided by other organisations
- P8 maintain accurate and up to date records, in line with your organisation's requirements

#### Process and allocate referrals to particular workers

*You must be able to:*

- P9 ascertain from the available information the identified needs of the individual, and the services which might be used to address these needs
- P10 allocate referrals to workers in a way that recognises the nature and priority of the case and addresses the needs and preferences of individuals
- P11 consider the availability of resources to process referrals, including the availability, skills, experience and development needs of particular workers
- P12 decide the most appropriate way of making initial contact according to the nature and priority of the case, the availability of particular workers to support individuals, and any associated risk to the health and safety of individuals and workers, in line with your organisation's requirements
- P13 gather and collate the information which will be needed by the particular worker to whom the case is allocated, and forward it to them promptly and in manner which maintains its confidentiality
- P14 maintain accurate and up to date records, in line with your organisation's requirements
- P15 maintain confidentiality in line with your organisation's policies and procedures

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### Knowledge and understanding

*You need to know and understand:*

#### Legislative, regulatory and organisational requirements

- K1 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
- K2 legislation, policies and procedures relating to data protection, health and safety, diversity and their impact for your area of operations
- K3 the role of your organisation and its services, and the services which it provides in evaluating and processing referrals to provide services to victims, survivors and witnesses
- K4 the organisation's 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
- K5 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
- K6 the limits of your authority and responsibility, and the actions to take if these are exceeded

#### Working within the community justice sector

*You need to know and understand:*

- K7 the impact of crime on victims, survivors and witnesses and their need for protection, respect, recognition, information and confidentiality
- K8 how to gather, collate and evaluate referral information
- K9 how to assess needs of victims, survivors and witnesses and determine the type of services that are necessary to address them, including procedures and tools used within your organisation
- K10 the ways in which stereotyping and discrimination might affect the assessment of individuals' needs and how to guard against this
- K11 the organisation's procedures relating to safeguarding, including the needs of those who have experienced crime and who may be particularly vulnerable
- K12 reactions to the experience of crime, and the factors which affect how individuals react to and recover from their experience
- K13 why it is important to make contact with victims, survivors and witnesses as soon as possible
- K14 the options for supporting individuals and the reasoning processes used in determining the most appropriate options for the individuals concerned
- K15 how to assess health and safety risks when determining the most appropriate way of providing services to victims, survivors and witnesses
- K16 the procedures for processing referrals
- K17 the role of your organisation and its services and how they relate to other

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- organisations and services in the community justice sector
- K18 the options for supporting individuals and the reasoning processes used in determining the most appropriate options for the individuals concerned

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