

Standard 1: The organisation delivering the Victim Navigator Programme upholds strong legal, ethical, and professional standards.

1.1 Criteria:

The organisation:

1. **Organisational Values and Status:** Operates as a not-for-profit and demonstrates alignment with clearly defined values in its mission, policies, and practices including the principles of criminal justice.
2. **Strategic Alignment:** Explicitly references the Victim Navigator (VN) programme in the organisation's strategy, constitution, or governing documents, showing alignment with overall goals.
3. **Governance and Decision-Making:** Has documented and transparent lines of decision-making from trustees to executive leadership, with clear roles, responsibilities, and risk management protocols. This includes in/external escalation processes.
4. **Risk Management:** Has a comprehensive risk management framework in place, covering both organisational and service-specific risks, and is reviewed by senior management/trustees regularly.
5. **Recruitment and Induction:** Follows a structured process for the recruitment, vetting, induction, and retention of Victim Navigators (VNs), including diversity and inclusion considerations.
6. **Line Management and Performance Review:** Ensures all staff undergo a probation period (maximum 9 months) and receive annual performance reviews, with documented support and development plans. Enables the continued professional development of all VN programme staff.
7. **Clinical Supervision:** Provides clinical supervision for staff at least every 6 weeks, with records maintained to ensure both staff wellbeing and quality assurance of support provided.
8. **Specialist Training:** Ensures VNs complete accredited specialist training (e.g., NCFE Level 3/Scottish Level 6), with training records and competency assessments maintained.
9. **National Standards:** Demonstrates commitment to the National Occupational Standards and Human Trafficking Foundation Survivor Care Standards (2025 or latest update), with policies and practices aligned accordingly.
10. **Criminal Justice:** All disclosure practice adheres to the criminal justice standard for prosecution ([Criminal Procedure and Investigations Act 1996](#)).¹ This is clearly

¹ Victim Navigators are integrated into policing teams yet maintain independent operations. They deploy on warrants and support victims from the initial point of identification. Evidence gathering includes the Achieving Best Evidence (ABE) protocol, a national standard for interviewing children and vulnerable adults in criminal investigations. Although Victim Navigators do not participate in these interviews, they assist victims in attending and comprehending the process. Remaining

delineated via a siloed approach to policing versus VN duties and to case management. The Victim Navigator does not request or store evidence, does not take statements, does not participate in interviews and does not enter the evidential chain. Evidence gathering includes the Achieving Best Evidence (ABE) protocol, a national standard for interviewing children and vulnerable adults in criminal investigations. Although Victim Navigators do not participate in these interviews, they assist victims in attending and comprehending the process. Remaining independent of the criminal investigation, Victim Navigators bridge the gap between victims' rights and their journey through the criminal justice system.

11. **Trauma-Informed Practice:** Trains staff in, and applies, the Helen Bamber Trauma-Informed Approach Code of Conduct,² with evidence of implementation in service delivery.
12. **Operational Independence:** Maintains independence from police and other stakeholders, evidenced by Memoranda of Understanding (MoUs) and the ring-fencing of the VN role, detailing line management, co-location, reporting, and relationship boundaries. The grounds for, and limits to, information sharing are clearly defined and specific to achieving justice for the survivor only.
13. **Working with victim/support stakeholders to achieve justice:** MoUs should also be in place to detail how VNs work with other victim and witness support services such as Home Office care and support contracted suppliers, safe house providers, Registered Intermediaries for interviews and court processes and how VNs support survivors with claims, including pro bono legal support, to the Criminal Injuries Compensation Authority.
14. **Informed Consent:** Applies clear and consistent policies on informed consent, including the use of information leaflets, data storage, reporting, and monitoring practices.
15. **Modern Slavery Statement:** Publishes a modern slavery statement, regardless of turnover, and integrates anti-slavery principles into its operations.
16. **Survivor Voice Integration:** Embeds lived experience and survivor voices at all levels of the organisation, including service design, delivery, complaints and governance.

1.2 Sample Evidence Table:

To meet Standard 1, the organisation should be able to provide the following evidence/an equivalent to the accrediting body:

Criterion	Sample Evidence
Organisational Values and Status	Mission statement, not-for-profit registration certificate, annual report
Human Resource Practices	Induction checklist, recruitment policy, staff retention plan, employee handbook

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² <https://www.helenbamber.org/resources/best-practiseguidelines/trauma-informed-code-conduct-ticc>

National Occupational Standards & HTF Care Standards	Policy documents, staff training records, certification of compliance
Criminal Justice	Case management; policies and practice are CPIA compliant Reference: https://www.cps.gov.uk/legal-guidance/disclosure-manual-chapter-1-introduction
Helen Bamber Trauma Informed Code of Conduct	Trauma-informed policy, staff training certificates, programme guidelines
Independence from Police and Stakeholders	Signed MoU, organisational chart, independence policy
Working in partnership with victim support services	Signed MoUs, stakeholder and survivor feedback
Accredited VN Role & Specialist Training	Accreditation documentation, training certificates, job descriptions, CIPD records
Clinical Supervision	Supervision attendance logs, supervision policy, meeting minutes
Line Management, Probation, Reviews	Management structure chart, probation review forms, performance appraisal records
Organisational Strategy & Governance	Strategic plan, governance policy, board meeting minutes
Decision-Making & Risk Management	Risk register, decision-making flowchart, risk management policy
Informed Consent Practices	Consent forms, consent policy, information sheets for victims
Inclusion of Lived Experience & Survivor Voice	Feedback forms, survivor advisory group minutes, programme evaluation reports
Modern Slavery Statement	Published statement, board approval records, review schedule