

Standard 3: To demonstrate that an organisation has robust systems and checks in place to proactively plan for and provide effective safety and support

3.1 Criteria

The organisation:

1. **Victim-Centred and Holistic Approach:** Provides support tailored to the survivor's identified needs and be holistic encompassing wellbeing and justice outcomes
2. **Empowerment:** Processes amplify the voice of the survivor, ensuring their views and preferences are central to all interventions.
3. **Structure of Interventions:** Ensures interventions are underpinned by robust risk and needs assessments, with support and safety plans developed to achieve positive outcomes.
4. **Case Management:** Follows the principles of procedural justice including a chain of continuity, all communications with the victim are recorded; logged and record keeping is effectively silo'd with a named accountable lead for all 'contact logs.' Regular reviews (minimum monthly) are conducted with the survivor, especially following any significant change or identified risk.
5. **Informed consent:** Communicates proactively in accessible written formats with survivors to ensure they understand the service before consenting to engage with the Victim Navigator programme. This information should all be outlined in a Survivor Charter.
6. **Safeguarding and Safety:** Practices comply with legislative requirements and adhere to recognised good practice standards.
7. **Confidentiality and GDPR (Data Protection):** Ensures strict compliance with data protection legislation and best practice for confidentiality is always maintained.
8. **Disclosure:** Has clear, documented procedures for handling disclosures and these are proactively communicated to survivors in an accessible manner.
9. **Meets Legal Requirements:** Activities and interventions meet relevant legal obligations, including any additional legal implications arising from the work.
10. **Professional Boundaries:** Staff maintain professional boundaries with survivors, supported by clear training and policy guidance. These are communicated to the survivor in the survivor charter.
11. **Clear Service Parameters:** Service limitations are clearly defined, outlining what can and cannot be provided in support of survivors and by Victim Navigators (VNs). These are communicated to the survivor in the survivor charter.
12. **Referral Pathways:** Clear pathways for referral in, out, or stepping down to a reduced service are established, including transparent written communication, managed expectations, safety planning, and effective signposting.
13. **Sterile Evidential Corridors:** Procedures are in place, and adhered to, to maintain sterile evidential corridors for police investigations.
14. **Survivor and Perpetrator:** Guidance is provided for Victim Navigators (VNs) on their role when the survivor may also be a suspected perpetrator, ensuring appropriate support and compliance with organisational policy which prioritises their survivor needs.

3.2 Sample Evidence Table:

Criterion	Sample Evidence
Victim-Centred and Holistic Approach	Individualised support plans tailored to the survivor's needs; Records of multidisciplinary team meetings discussing survivor's wellbeing and justice outcomes
Empowerment	Documentation of survivor feedback and how it influenced interventions; Records of meetings where survivors' views and preferences were discussed and prioritized
Structure of Interventions	Completed risk and needs assessments; Support and safety plans with documented positive outcomes
Case Management	Monthly review meeting minutes; Documentation of actions taken following significant changes or identified risks
Informed Consent	Survivor charter
Safeguarding and Safety	Compliance checklists with legislative requirements; Records of staff training on good practice standards
Confidentiality and GDPR (Data Protection)	Data protection policies and procedures; Records of staff training on confidentiality and GDPR compliance
Disclosure	Documented procedures for handling disclosures; Communication materials provided to survivors explaining the disclosure process; Survivor feedback confirms understanding
Meets Legal Requirements	Legal compliance audits; Documentation of activities and interventions meeting legal obligations
Professional Boundaries	Training records on maintaining professional boundaries; Survivor charter outlining professional boundaries
Clear Service Parameters	Service limitation documents; Survivor charter detailing what support can and cannot be provided; Survivor feedback confirms understanding
Referral Pathways	Written communication templates for referrals; Safety planning documents and signposting records
Sterile Evidential Corridors	Procedures for maintaining sterile evidential corridors; Compliance records with these procedures
Survivor and Perpetrator	Guidance documents for Victim Navigators (VNs) on handling cases where the survivor is also a suspected perpetrator; Records of compliance with organisational policy prioritising survivor needs