

Developing services for victims and witnesses

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Alan McCloskey and Sarah Crombie
Victim Support Scotland

Key approaches

- Victims and Witnesses Bill
- Local and Strategic Partnership Work
- Victim Journey Activities
- Tayside Pilot
- Minimum Standards of Service
- Volunteer Development
- Case Management and record keeping
- Specialist services to victims of serious crime

Victims and Witnesses Bill

- A victim surcharge, paid for by offenders
- Rights
 - Case specific information
 - Access to support
 - Safety
 - Protection
- Increasing the right to special measure for vulnerable victims
- Clear standards of service for victims and witnesses
- Oral representations to the parole board in relation to the release of life sentence prisoners

Local and Strategic Partnership Work

- Automation of police referrals / Prosecution Service / Court Service
- Expanding the organisation's visibility in the community
- Liaising with other agencies regarding crime prevention interventions
- Engaging with diverse stakeholders to promote Victim Support Scotland work

Victims' Journey

- Early intervention to outcome
- Consistent and standard approach to services offered
- Seamless pathway through Criminal Justice System
- Single point of contact

Tayside pilot

- Reasons for the pilot:
- European Directive – Establishing minimum standards
 - Victims and Witnesses Bill
- Collaborative partnership working
 - Prosecution service / Courts Service / Police
- Currently only 10% of witnesses receive case progress information

Tayside Pilot continued

- Provides victims and witnesses with a single point of contact
 - Information about the progress of their case
 - Emotional and practical support
 - An assessment of their individual needs
- Evaluation
 - Individuals have positive experience of the criminal justice system
 - involved, valued and supported
- National rollout feasibility

Minimum Standards of Service

- Aims of service
- Organisational structure
- Timely response
 - Tailored support
- Training, supervision and debriefing

Case Management and Record Keeping

- CRM system recording and managing case information and data
 - Record core service outcomes and associated indicators
- Needs Assessment Toolbox Framework
 - Detailing support required
 - Measuring progress / distance travelled for the victim
 - Evidencing outcomes and managing cessation of support
- Service User Feedback

Volunteer Development

- Volunteer Strategy 2013-2015
 - Volunteer meetings / awards
 - Annual Volunteer Reviews
 - Increased volunteer opportunities
- Recruit specialist volunteers
- Friends of Victim Support Scotland concept

Specialist services to victims of serious crime

- Advanced training and specialist services provided
 - Domestic abuse
 - Victims of sexual crime
 - Support after murder
- Additional service developments:
 - Psychological services
 - Family and friends of murder victims
 - Young victims of crime
 - Training for agencies working with victims of crime

Thank you for listening

Any questions?