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**VICTIM SUPPORT**

Individual Needs Assessment on First  
Contact

# Making Initial Contact



By phone for EPR  
By auto-text for 'standard' crimes  
In line with General Data Protection  
Regulations

It is best practice to attempt **3 phone calls**.



There are 3 different contact methodologies:  
Domestic & / or sexual violence (DV/SV) cases  
Enhanced priority cases  
Non-enhanced priority cases



If contact is not made for DV/ SV, the case is  
**referred back to MPS.**

# Impact of Crime

# VS

*Assessment process looks at the impact of crime and needs arising from the incident*



Emotionally



Physically



Behaviourally



Financially



Psychologically

# Needs Assessment



## *\*Structured*

## *\*Guided*

## *\*Conversational*



Health &  
well-being



Feelings  
of safety



Ability to  
manage  
aspects of  
every day life



Confidence



Housing  
situation



Relationships  
/ social life



Work /  
education



Finances



Drugs /  
Alcohol

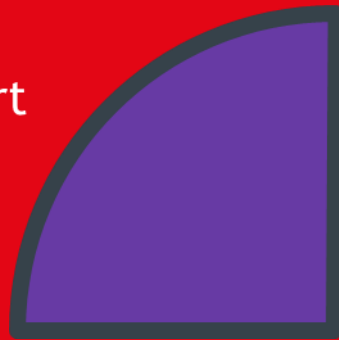
*\* Additional risk assessment processes for victims of domestic abuse and stalking*

# Support Plan



*Delivered by specialist and dedicated caseworkers*

Emotional support



Practical support



Advocacy



Information, signposting  
& onward referral



# Ensuring Quality of Support Provision



- \*Case Audits

- \*Weekly Review of Missing Data

- \*Case Reviews

- \*Service User Feedback

- \*Management Supervision

# Training



*Ensuring we have highly trained staff to provide high quality support*

## \*Independent Victim Advocates

- Accredited course covering 10 core modules

## \*Independent Domestic Violence Advocates

- externally accredited course by Safelives (national recognition of industry standard)

## \*Mandatory Training

- GDPR, Safeguarding, Health and Safety, Equality and Diversity, Safer Recruitment

Thank you

