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#VictoriiaProject

# GUIDELINES FOR INDIVIDUAL NEEDS ASSESSMENT

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20 February 2020



# Introduction



- ▶ Process to establish the nature and extent of a victims' needs
- ▶ Recommendations to take into account when developing an individual needs assessment
- ▶ Individual needs assessment is not static, but rather an ongoing process of engagement
- ▶ Individual needs assessment v. individual risk assessment

# Different approaches to individual needs assessment

	Unstructured approach	Semi-structured approach	Structured approach
ADVANTAGES	<ul style="list-style-type: none"><li>- Free conversation with the victim</li><li>- More informal</li></ul>	<ul style="list-style-type: none"><li>- Discussion with the victims</li><li>- Guide for the discussion</li><li>- No strict restriction</li></ul>	<ul style="list-style-type: none"><li>- Consistency</li><li>- Identification of hidden needs</li><li>- Baseline measure</li></ul>
DISADVANTAGES	<ul style="list-style-type: none"><li>- Risk of not covering some aspects</li><li>- Victims might not reveal everything</li></ul>	<ul style="list-style-type: none"><li>- Risk of not covering some aspects</li></ul>	<ul style="list-style-type: none"><li>- Strict approach</li><li>- Less humanising</li></ul>

# Tools to record information and support staff

- ▶ Guidelines or script
- ▶ Case management system
- ▶ Simple form
  
- ▶ Manuals, checklist
- ▶ Professional support



# Main principles

## Holistic

- Map full range of needs
- Areas to cover in the assessment

## Consistent

- Same standard of service to all
- Ensure a quality analysis of the situation

## Victim-centered

- Victim's wishes, safety, and wellbeing take priority
- Non-judgmental and empowering

## Trauma informed

- Thorough knowledge of trauma and its effect on victims

## Timely and repeated

- Ideally during first contact
- Victims' needs change with time

# Training

- ▶ Content of the training
  - ▶ Basic victims' rights and an overview of the justice system
  - ▶ Impact of crime and trauma on the individual
  - ▶ Listening skills and communication with victims
  - ▶ Victim safety and confidentiality
- ▶ Forms of the training
  - ▶ Instructor-led classes
  - ▶ Online training/eLearning
  - ▶ Interactive training



# Supervision and Evaluation



**Supervision** Ensure quality and consistency of service

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- Reduce the risk of mistake, pressure and burden on staff
- Increase likelihood of success
- Various methods of supervision

**Evaluation** Ensure the objectives are met

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- Identify problems and weaknesses
- Providing information to aid further development
- Various methods of evaluation

# Conclusion

- ▶ Starting point for victim support organisations
- ▶ Structured but flexible approach
- ▶ Training and supervision





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# Thank you for your attention!

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