

VSE Standards and Accreditation Process for Full Members



STANDARD 1

Services are available without discrimination



STANDARD 2

Respect the dignity, rights, needs and feelings of the victim



STANDARD 3

Ensuring the confidentiality, safety and privacy of the victim



STANDARD 4

Ensuring tailored responses, according to the individual needs



STANDARD 5

Provide a variety of support options



STANDARD 6

Delivering for victims through referrals and coordination



STANDARD 7

Ensuring good governance structures



STANDARD 8

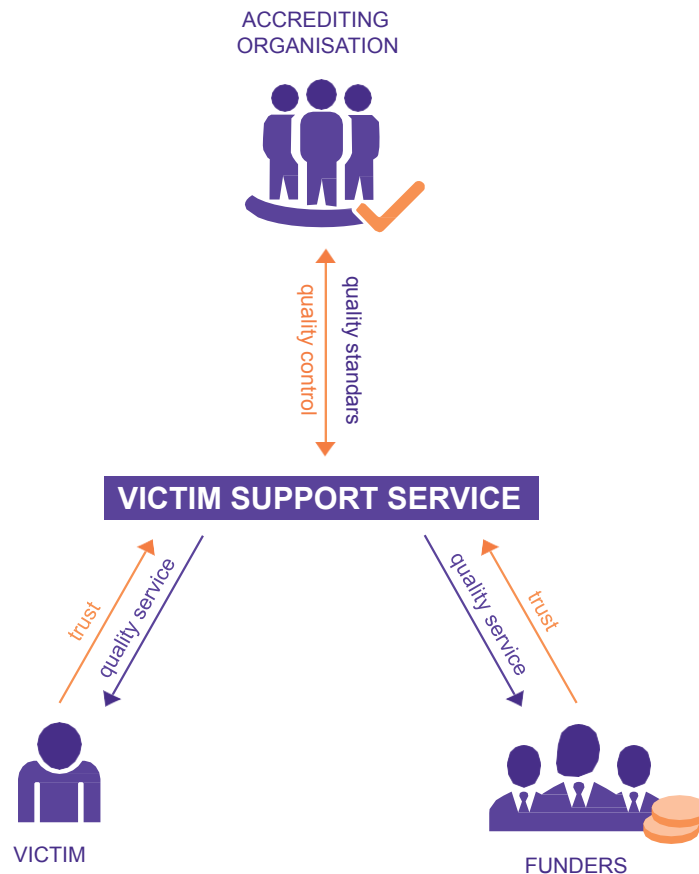
Achieving quality through training



STANDARD 9

Improving our services through monitoring and evaluation

Building relationships of trust through a system of quality standards



The relationship of trust instilled in a system of standardisation needs to be triangulated between the victim, the service provider and standardising authority to ensure that the system and certification is results oriented.



The victim needs to trust both the accrediting, and the accredited, organisation or authority.



The service provider needs to have confidence in the process and conditions of accreditation and its related benefits.



The accrediting organisation needs to be assured that victims are receiving appropriate quality care and to trust that only those organisations that are genuinely dedicated to providing quality support to victims of crimes are indeed given accreditation

STANDARD 1



SERVICES ARE AVAILABLE WITHOUT DISCRIMINATION

INDICATORS

Services are provided to ALL victims without a distinction based on:

- Their personal characteristics (nationality, age, language, sex etc.)
- Whether the crime was reported by the victim or anyone else
- Whether or not they are legal residents in the country
- Whether they are a direct victim or a family member
- Where they live in the country or abroad

GENERALIST SERVICES: accessible to all victims of all crimes without ANY distinction

SPECIALIST SERVICES: can focus on some vulnerable groups (e.g. children, women, persons with disabilities, LGBTI), some crimes (e.g. domestic violence, hate crime, war crimes etc.), or a combination of any of those elements (e.g. women with disabilities victims of domestic violence). But then have to accept anyone who complies with those characteristics (e.g. cannot turn away a homosexual women with disabilities)

A guarantee of non-discrimination in the constitution or statute

A commitment to provide services to all victims (generalist services) or to all those who fall within the supported category (specialist services)

TOOLS FOR IMPLEMENTATION



Statute or constitution

Equality and non-discrimination policy

Accessibility policy



STANDARD 2



RESPECT THE DIGNITY, RIGHTS, NEEDS AND FEELINGS OF THE VICTIM

INDICATORS

- Treat victims in a respectful, kind and polite way.
- Adequate training to deal with vulnerable victims.
- Use of simple and accessible language
- A grievances system is put in

TOOLS FOR IMPLEMENTATION



Accessibility policy

Human resource policy

Child protection policy

Equality and non-discrimination policy



STANDARD 3



ENSURING THE CONFIDENTIALITY, SAFETY AND PRIVACY OF THE VICTIM

INDICATORS

- Inform victims about confidentiality
- Reply to victim within short delay.
- Risk assessment procedures in place
- Premises are located in a safe neighbourhood
- Victims are asked if they feel comfortable and safe
- Organisational Webpage has a quick exit button
- Train staff and volunteers about confidentiality, safety requirements, risks' assessment, victims' advocacy
- Safe case-management system, measures in place to ensure safety and security
- Consent for data sharing
- Privacy for face-to-face or other types of direct communication with victim (phone, Viber etc.);
- Rooms are insulated, discreet, pleasant to be in and clean;
- Water and a box of tissues at hand;
- Smoking or the consumption of alcohol or other substances should not be permitted on the premises.
- Restricted access to building (e.g. intercom or reception service)

TOOLS FOR IMPLEMENTATION



Human resources policy

Child protection policy

Risk assessment guidance document

Data protection policy

Training policy

Accessibility policy

STANDARD 4



ENSURING TAILORED RESPONSES, ACCORDING TO THE INDIVIDUAL NEEDS

INDICATORS

- Provision of flexible services which can respond to victim's different abilities and vulnerabilities
- Needs assessment evaluation for each victim (basic, specific, individual)
- Assessment of needs and support should be timely, take into consideration victim's personal circumstances, the type, nature and circumstances of the crime.
- The needs assessment should be revised throughout the proceedings to respond to a victim's changing needs
- Tailored support according to the assessment of needs (information, psychological, emotional, practical etc.)
- Specific support for victims with specific needs
- Seek and provide solutions to support victims with different abilities according to their needs.

TOOLS FOR IMPLEMENTATION



Child protection policy

International and EU legislation and guidelines on compensation

Needs assessment guidance document

Accessibility policy

Training policy

Flexible policies

STANDARD 5



PROVIDE A VARIETY OF SUPPORT OPTIONS

INDICATORS

- Office easy to reach and accessible to everyone
- Public transport close to the office
- Office open at advertised times
- Services provided online, on the phone, face-to-face or by correspondence.
- At least one national generic helpline with extended access times.
- Exploring new ways to communicate

TOOLS FOR IMPLEMENTATION



Accessibility

Training policy

Data protection policy



STANDARD 6



DELIVERING FOR VICTIMS THROUGH REFERRALS AND COORDINATION

INDICATORS

- Proactive approach to develop networks with other organisations and services
- Inform victims about other services existence, what they offer and what the services can mean to the individual victim
- Refer victims for support to trusted partner organisations
- Follow-up to ensure a victim is referred properly
- Constantly update the social database of relevant services for victims
- Close collaboration and information-sharing between organization
- Inform victims about other services through different means and in a user-friendly way

TOOLS FOR IMPLEMENTATION



Updating of social services procedure

Information tools for victims
(leaflets, brochures, posters, webpages etc.)

Protocols on cooperation with the relevant services, judicial and social institutions

Data protection policy

Referral and follow-up strategy

Social map/ list of relevant services for victims in the territory

STANDARD 7



ENSURING GOOD GOVERNANCE STRUCTURE

INDICATORS

- Comply with national laws and regulation on the establishment of NGO's and charities
- Transparent and clear financial control mechanisms
- Ensure quality of services
- Transparent organisational structure
- Minimum professional requirements for key positions
- Feedback on performance given to staff and volunteers
- Code of conduct for staff
- Equal opportunity in employment
- Background checks for staff and volunteers

TOOLS FOR IMPLEMENTATION



Human Resources Policy

Training policy

Protocols on cooperation with the relevant services, judicial and social institutions

Data protection policy

National, International and EU legislation compliance guidelines

Child protection policy

Accessibility policy

Equality and non-discrimination policy

Volunteering policy

Minimum standards

STANDARD 8



ACHIEVING QUALITY THROUGH TRAINING

INDICATORS

- Induction training provided for newly recruited staff and volunteers.
- Ongoing training is offered to existing personnel
- Training is provided by a qualified person
- Participation networks and exchange initiatives
- Sufficient resources provided for training

TOOLS FOR IMPLEMENTATION



Human resources policy

Training policy

Applying for funding for projects

Use of free online training opportunities through e.g. Coursera or Alison



STANDARD 9



IMPROVING OUR SERVICES THROUGH MONITORING AND EVALUATION

INDICATORS

- Performance evaluation for staff
- Collect feedback from victims
- Explore negative feedback
- Constantly improve services, introduce new ideas and develop partnerships
- Aim to commission an external evaluation periodically
- Have in place a complaints or grievances system
- Work out a complaint system for clients,
- Simple and accessible information on the complaint procedures
- Work out a procedure that allows potential remedy to the victim

TOOLS FOR IMPLEMENTATION



Evaluation questionnaire template

Grievances procedure

Evaluation tools for victims and relevant persons (i.e. employees, partners, public etc.)

Strong ethical and deontological guidelines to include victims' opinions.

Data protection policy