Overview

This standard is for workers who have a responsibility for supporting victims and survivors of stalking during the course of their daily duties. It covers what you must do, know and understand in relation to the identification, provision and review of support. This support includes safety planning and educating of victims and survivors, and may include support through prosecution. Victims and survivors of stalking may be male or female, adults, children or young people.
Performance criteria

You must be able to:

1. review all available information on victims’ and survivors’ cases
2. build working relationships with victims and survivors in line with current good practice
3. hold structured discussions with victims and survivors to establish the background to stalking incidents
4. establish what victims and survivors want to happen
5. identify specialist help and services that may be able to meet victims’ and survivors’ needs, including their practical and welfare needs
6. present available options to victims and survivors in a format they can understand and in line with their identified needs
7. confirm that victims and survivors understand presented courses of action including potential outcomes
8. facilitate access to help and services in line with organisational procedures
9. support victims and survivors to develop safety plans that meet their needs
10. educate victims and survivors on personal safety, including online safety, in line with current good practice
11. empower victims and survivors to take control of their own lives and personal safety in line with current good practice
12. identify family and friend support structures that can contribute to the support of victims and survivors
13. encourage victims and survivors to engage with family members, friends and relevant others
14. evaluate support services including the impacts of support provided in line with your role and responsibilities
15. contribute to the review of victims’ and survivors’ safety plans in line with your role and responsibilities
16. undertake dynamic risk assessments in line with organisational procedures
17. take immediate action where there is a risk of harm to yourself or others in line with organisational procedures
18. gather evidence if required, within remit and in line with organisational procedures
19. liaise with other agencies in line with statutory requirements and the needs of victims and survivors
20. support victims and survivors through perpetrator prosecutions if required, within remit and in line with organisational procedures
21. keep victims and survivors informed throughout support activity in line with your role and responsibilities
22. maintain an informed overview of support received by victims and survivors
23. record all findings in line with organisational procedures
24. use supervision and support to help you manage your reactions to suspected or disclosed incidents of stalking
Knowledge and understanding
You need to know and understand:

1. legislation, guidance and organisational procedures relevant to:
   1.1 addressing stalking
   1.2 safeguarding and protection
   1.3 health and safety
   1.4 the criminal justice system
2. the environments in which stalking may take place
3. the impacts stalking can have on victims and survivors
4. your role, responsibilities and competence, and who to seek assistance and advice from when necessary
5. how to communicate effectively with victims and survivors of stalking, including through the use of active listening
6. the importance of being empathetic, non-judgemental and professional
7. the importance of believing the victims’ and survivors’ stories
8. the importance of seeing victims and survivors as individuals
9. risk assessment and management methodologies appropriate to stalking
10. how to assess victims’ and survivors’ holistic needs, including health and welfare needs
11. the types of support that may be needed by victims and survivors of stalking
12. how to develop safety plans appropriate for addressing stalking
13. the importance of involving victims’ and survivors’ families, friends and relevant others in support planning
14. the range of agencies and support services available to victims and survivors of stalking, including how to access these
15. how to evaluate victims’ and survivors’ support and the impacts of the support received
16. how to protect individuals from stalking, including online
17. the importance of confidentiality and discretion when working with victims and survivors
18. the importance of gaining permission before sharing any information unless there is an immediate safeguarding risk
19. what information can be safely shared in relation to stalking cases, and how to do this
20. the actions you must take and those you must avoid in order to protect the integrity of evidence
21. recording requirements of your organisation, including how to store recorded information securely
Support victims and survivors of stalking
### SFJBI502

**Support victims and survivors of stalking**

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<tr>
<th><strong>Developed by</strong></th>
<th>Skills for Justice</th>
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<td><strong>Version Number</strong></td>
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<td><strong>Relevant Occupations</strong></td>
<td>All occupations across the Justice sector; Crisis Worker; Government and Related Organisations; Health, Public Services and Care; Helpline Workers; HR Staff; Independent Domestic Violence Advisor (IDVA); Independent Sexual Violence Advisor (ISVA); Independent Sexual Violence Advocate; Managers in Justice sector services; Police; Police Community Support Officers; Police Officers; Public Service and Other Associate Professionals; Public Service Professionals; Public Services; Public Services and Care; Public Services Professional; Refuge Worker; Social Worker; Social Workers; Volunteers</td>
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