Standard 2: The Victim Navigator programme is accessible to all survivors and staff, acknowledging the strength of a diverse workforce.

2.1 Criteria:

The organisation:

1. **Dignity and Respect**: Ensures that dignity and respect are core values in all interactions with survivors and staff.
2. **Coproduction**: Produces the programme informed by the needs of, and designed with, a diverse range of survivors to enable access to justice.
3. **Response to Survivors and VN Staff**: Demonstrates that survivors' voices are heard and acted upon. Demonstrates that the voices of VNs are heard and acted upon.
4. **Staff Recruitment, Retention and Training**: Adopt an intersectional approach to the hiring, promotion, and wage practices within the VNP. Ensures staff have the expertise to perform their roles inclusively.
5. **Equitable Delivery**: Collects and acts on survivor service user feedback to meet equality and legal requirements, including 'by and for' staff service delivery, prevention and intervention.
6. **Human Rights Based**: Ensures survivors supported are aware access to justice is a fundamental United Nations protected right.
7. **Non-Discrimination**: Takes actions to prevent, and respond to, any direct or indirect discrimination, of survivors and staff, in line with equality legislation.
8. **Right Intervention, Right Time, Right Place**: Provides survivor-led referrals and meets survivors where they feel safe whenever possible.
9. **Safe Place for Staff**: Offers Wellbeing/Employee Assistance and Inclusion Programmes and adjustments for staff.
10. **Initial Contact**: Responds to survivor requests within a reasonable and defined timeframe (e.g., the next working day, within 3 working days).
11. **Accessible Referrals**: Works with referral agencies to ensure the pathway into the programme is survivor led and enables equality of access.
12. **Plans for Adjustments**: Breaks down barriers to trust and engagement by assessing and support planning for first language skills, access to therapeutic support, housing, and survival needs such as food to enable safety.
13. **Trauma-Informed Approach**: Implements a trauma-informed approach as referenced by Helen Bamber supporting each person based on their individual needs.
14. **Gender-Informed Approach**: Plans for and addresses the specific needs of all those identifying as female victims including those experiencing gender (including Trans and non-conforming people)-based violence.
15. **Race, Ethnicity, Religious and Culture-Informed Approach**: Plans for and addresses the race, ethnic, religious and/or cultural backgrounds of survivors.
16. **Disability Informed Approach**: Plans for and addresses, the disability specific needs of survivors including aids and adaptations required for daily living
17. **Age Informed Approach:** Plans for and addresses, the age specific needs of survivors including those transferring from children's services and those affected by age related conditions.

18. **Accessible Information**: Provides accessible information for survivors and staff, including how to raise complaints, through various formats such as leaflets or webpages. This should include the role of the VN where a complaint is about a third party with whom the survivor and VN is engaging.
19. **Uncertain Immigration status**: Provides support and reassurance to survivors regardless of their immigration status.
20. **Intersectionality**: Recognises that individuals' experiences are shaped by the interplay of various identities and social categories. This means understanding that a person's experience of modern-day slavery may be influenced by their protected characteristic(s) under equality legislation such as race, disability, as well as their immigration status.

2.2 Sample Evidence Table:

Criterion	Sample Evidence
Dignity and Respect	Documentation of policies and procedures; Training records
Coproduction	Records of consultations; Feedback forms; Meeting minutes; Service design docs
Response to Survivors	Surveys or feedback forms; Records of changes made
Staff Recruitment, Retention and Skills (Training)	Recruitment and training records; Performance reviews
Equitable Delivery	Service user feedback forms; Equality impact assessments; Documentation of actions
Human Rights Based	Policies and procedures; Records of staff training
Non-Discrimination	Documentation of actions taken; Policies and training records; Incident reports
Right Intervention, Right Time, Right Place	Records of survivor-led referrals
Safe Place for Staff	Documentation of Wellbeing/Employee Assistance Programmes; Staff awareness
Initial Contact	Logs of response times; Survivor feedback
Accessible Referrals	Records of referrals; Documentation of procedures
Plans for Adjustments	Documentation of plans and actions taken; Survivor feedback
Trauma-Informed Approach	Training records; Documentation of trauma-informed principles; Survivor feedback
Gender-Informed Approach	Policies and procedures; Training records; Service user feedback
Race/Ethnicity/Religion/Culture-Informed Approach	Documentation of race and cultural considerations; Training records; Survivor feedback

Accessible Information	Examples of accessible information; Records of complaints and resolutions; Complaints Policy
Disability-Informed Approach inc Neurodiversity	Policies and procedures; Training records; Accessibility audits
Age Informed Approach	Policies and procedures; Training records; Accessibility audits
Protection of People with Uncertain Immigration Status	Policies and procedures; Training records; Documentation of support provided
Intersectionality-Informed Approach	Policies and procedures; Training records; Feedback from survivors