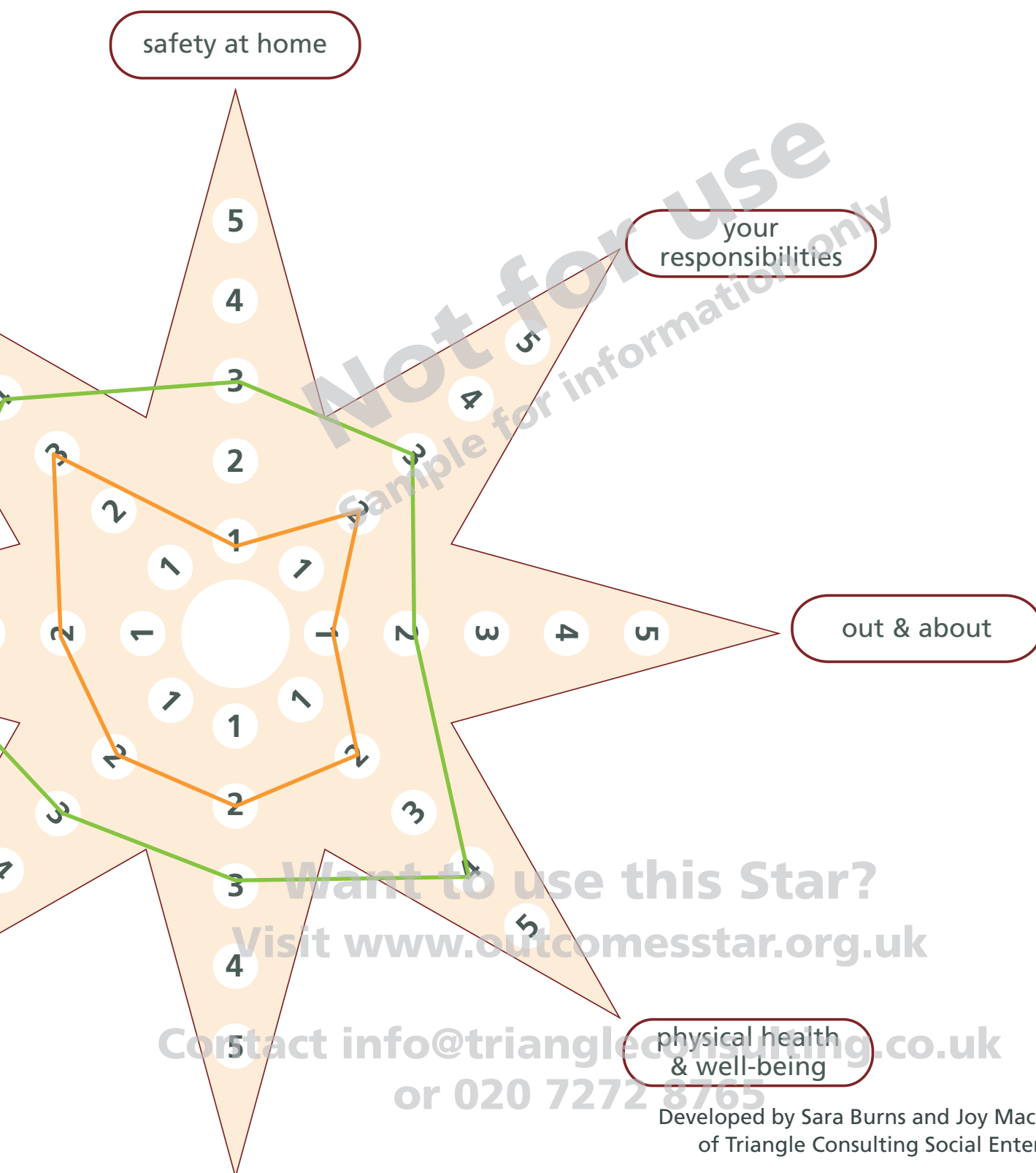




Victim of Crime Star™

The Outcomes Star for people needing support to overcome the impact of crime



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Licences are also available for those wishing to translate the document into other languages.

The Outcomes Star™

This Star is part of a family of Outcomes Star tools. Each tool includes a Star Chart, User Guide and Guidance for Workers and some have visual and other resources. For other versions of the Outcomes Star, good practice and further information see www.outcomesstar.org.uk.

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Introduction to the Victim of Crime Star™

This version of the Outcomes Star is for people who have been victims of any type of crime¹ and need support through the criminal justice or legal system or help to deal with the practical or emotional repercussions of the crime.

The Victim of Crime Star looks at eight key areas of your life that may be impacted by crime and there is a scale for each:

1. Safety at home
2. Your responsibilities
3. Out and about
4. Physical health and well-being
5. Emotional well-being
6. Support network and relationships
7. Thinking and beliefs
8. Navigating the legal process

You can choose which of these areas you would like to talk about first. Many people find that they want to talk about different areas at different times.

Each area is described on a scale.

The Journey of Change

Change doesn't happen in one go – it is a journey and it can help to understand the steps along the way. Everyone makes changes in their own way but the pattern is often similar. The Victim of Crime Star is built on a five-stage Journey of Change:

1. **Stuck (grey)**
2. **Taking it in (orange)**
3. **Starting to deal with it (yellow)**
4. **Finding what works (green)**
5. **Coping well (blue)**

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1 The word "crime" is used throughout, but this may also include anti-social behaviour, such as in a neighbour dispute that is dealt with through the local council.

Journey of Change (detailed)

The Journey of Change is about how you are coping with the effects of the crime and how you try to deal with the impact on you and find ways to move on. This journey could start at any point from straight after the crime to many years later. It is not dependent on the stages in the legal process relating to the crime or how much time has passed since the crime. However, if you are going through the legal process just now, this is likely to affect how you feel, and this will be picked up in the Star.

1 Stuck (grey)

At this stage the crime is having a significant impact on your life. Perhaps it feels as if you have lost control of your life or your world has been turned upside down. You may not be able to carry on with normal life at work or home or cope with other practicalities or responsibilities, and people close to you may be concerned. You may feel cut off, numb, anxious, low or depressed or experience loss of confidence or feelings of shame. You may not understand the legal or civil process or may have unrealistic ideas about what to expect. You are not yet able to fully take in what has happened or to engage with help, so things are stuck.

You move to the next stage when you start taking in what has happened to you.

2 Taking it in (orange)

At this stage you are **taking in** the crime and its impact on you. Things have not yet improved and may feel worse for a time because you are facing the crime and its consequences and acknowledging the impact on you and on your life. If you have suitable support available from a worker, friend or family member then you are talking to them about it and may be getting help with immediate or pressing concerns. However, you are not yet able to take the initiative in dealing with practicalities or other issues affected by the crime.

You move to the next stage when you start trying to deal with things for yourself.

3 Starting to deal with it (yellow)

You are **starting to deal with** the situation both practically and emotionally, for example by making decisions that need to be made or by starting to take action. You are trying out ways to cope with the impact on you and your life but this is not yet working and it may still feel as if the crime has taken over your life.

You move to the next stage when you start to find things that work for you.

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4 Finding what works (green)

At this stage you are engaged in rebuilding your life and are **finding what works**. Some of the things that you have been trying are starting to make a difference and this builds your confidence and perhaps a sense of taking back control. However you are not yet coping as well as you want to and are not yet able to move on fully.

You move to the next stage when the crime no longer has a significant impact on this aspect of your life.

5 Coping well (blue)

At this stage you are **coping well** and the crime no longer defines your life or has a significant negative impact on you, your relationships or your ability to function in the world. Things may have returned to how they were before or you may be accepting the “new normal” of an altered life. You have mostly regained the confidence and control of your life that you had before the crime. Some people even find that they have become more confident, aware or resilient as a result of what they have been through.

Not for use
Sample for information only

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1 Safety at home

Feeling safe and being safe at home, added security, neighbours

5 Coping well

I'm safe at home and feel safe there or the crime does not affect my sense of safety at home

4 Finding what works

I'm finding ways to feel and be safer at home but am still affected by the crime

3 Starting to deal with it

I'm trying ways to feel or be safer at home, but this is not yet working well

2 Taking it in

I don't feel safe at home or may not be safe but I'm taking in what this means for me

1 Stuck

I don't feel safe at home or may not be safe because of the crime. I can't move forward

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1 Safety at home (detail)

This scale is about safety in your home and includes taking practical steps to be safer such as increasing security in your home, or if necessary, moving away. It also covers changes and strategies to help you feel safer at home as well as being alert to any potential risks there without this limiting your life. If someone you live with or a neighbour was involved in the crime, it includes being and feeling safe from them.

5 Coping well

I'm safe at home and feel safe there or the crime does not affect my sense of safety at home

- There are no particular concerns about your safety at home. You are alert to potential risks there without this taking over your life
- You have effective strategies that help you feel safe and in control at home
- If you have moved, you feel safe enough there and are starting to settle in
- If someone at home or a neighbour was involved in the crime, they are no longer a threat to you and may have moved away
- You have regained your sense of safety at home. If you still feel unsafe sometimes, this is not due to the crime

4 Finding what works

I'm finding ways to feel and be safer at home but am still affected by the crime

- You are learning practical ways to increase security at home if needed and have any support you need with this
- You are developing strategies that help you feel safer and more in control at home and are managing to do those things when you feel afraid
- If you needed to move home, you have moved, are in the process of moving, or are in temporary accommodation, but you still have a few worries about safety in your new home
- If someone at home or a neighbour was involved in the crime, they are keeping away from your home but you don't yet feel safe from them
- There are still some problems and you don't yet feel as safe as you would like

3 Starting to deal with it

I'm trying ways to feel or be safer at home, but this is not yet working well

- You are starting to take action to be safer at home, such as increasing security if you have not yet done this, or you are trying out ways to feel safer when at home
- If you need to move home, someone is arranging temporary accommodation for you, you are seeking a suitable place or you are in a new place already but still feel unsafe
- If someone at home or a neighbour was involved in the crime, you are getting help to prevent them threatening you, such as an injunction
- You are making active efforts to feel and be safe but have not yet found what works for you

2 Taking it in

I don't feel safe at home or may not be safe but I'm taking in what this means for me

- You recognise that there are concerns about your safety at home or that you need to be able to feel safe and you are considering what to do
- You may be talking to someone about this and discussing ways to be safer or feel safer at home. You may be considering moving if necessary

1 Stuck

I don't feel safe at home or may not be safe because of the crime. I can't move forward

- You don't feel safe at home as a result of the crime. You may have taken immediate action to secure your home but still feel very unsafe
- Or there are concerns about your safety at home as a result of the crime. Perhaps you are vulnerable to repeat or similar crimes. Perhaps you have experienced domestic abuse or someone you live with or neighbours are involved in the crime
- You can't move forward or engage with help if it's offered

2 Your responsibilities

Finances, work, education, parenting, caring, looking after the home

5 Coping well

The crime does not prevent me from meeting my responsibilities

4 Finding what works

I'm finding ways to sort out my responsibilities, but the crime still affects them

3 Starting to deal with it

I'm trying to deal with my responsibilities, but this is not yet working well

2 Taking it in

I can't deal with my responsibilities because of the crime but I'm thinking about what I can do

1 Stuck

I can't deal with my responsibilities because of the crime. I can't move forward

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2 Your responsibilities (detail)

This scale is about the impact of the crime on your work, education, money or other practical responsibilities. It covers getting any benefits you are entitled to as a result of the crime, and managing with parenting, caring, looking after your home, or dealing with paperwork, if these were affected. It may also cover making changes to your life to reduce your responsibilities or to have different expectations.

5 Coping well

The crime does not prevent me from meeting my responsibilities

- You are able to deal with responsibilities such as work, education, money or other practicalities, or any difficulties with this are not related to the crime. You have made any big changes you need to cope, such as going part-time or getting more help in the home
- If you were affected financially by the crime, you are managing and can deal with this yourself
- You are coping well with the responsibilities you met before the crime, or you are meeting your new responsibilities if you have made changes

4 Finding what works

I'm finding ways to sort out my responsibilities, but the crime still affects them

- You are learning what works for you in managing work, education or caring or dealing with other important responsibilities. However you still struggle to meet some responsibilities
- You have any benefits you are entitled to as a result of the crime by this point if not before. If you have debts as a result of the crime, you are finding ways to manage them
- There are still some problems to sort out for you to cope well with the responsibilities you are normally able to meet

3 Starting to deal with it

I'm trying to deal with my responsibilities, but this is not yet working well

- You are trying to deal with responsibilities or to defer them. This may include arranging time off work or education if needed or trying other ways to manage or adjust them
- You may be getting help with caring responsibilities or trying ways to cope yourself
- You may be trying to keep your home clean and organised enough or to manage paperwork
- You are actively trying to deal with responsibilities but have not yet found what works for you

2 Taking it in

I can't deal with my responsibilities because of the crime but I'm thinking about what I can do

- You are starting to recognise the effect of the crime on responsibilities that you are normally able to meet, and are considering what to do about this
- You may be talking to someone about this and may be accepting help with pressing issues such as applying for benefits, speaking to your school, college or workplace or organising temporary childcare or help at home

1 Stuck

I can't deal with my responsibilities because of the crime. I can't move forward

- You are finding it hard or impossible to cope with responsibilities you normally meet. This may include work, education, training or keeping on top of responsibilities at home
- Perhaps you can't cope with thinking about money just now or you are struggling financially as a result of the crime through being off work, or perhaps because of theft or fraud
- If you have children or other caring responsibilities you may be struggling with these, for example getting children ready for school
- You can't move forward or engage with help if it's offered

3 Out and about

Going out, taking part in your usual activities, functioning socially, trusting people

5 Coping well

The crime does not stop me from going out, taking part in things or seeing people

4 Finding what works

I'm finding ways to get out, take part in things or see people but am still limited by the crime

3 Starting to deal with it

I'm trying to get out, take part in things or see people more, but it's not yet working well

2 Taking it in

I don't feel able to get out and about or see people as I did. I'm thinking about what I can do

1 Stuck

I don't get out and about or want to be around people because of the crime. I can't move forward

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3 Out and about (detail)

This scale is about engaging with the outside world and how the crime has affected this. It covers going out and feeling safe enough when you are out and about. It also covers taking part in your usual activities or new ones and managing socially, including learning to trust people again. This may include choosing different activities or forming more positive relationships if the people you spend time with sometimes get involved in crime.

5 Coping well

The crime does not stop me from going out, taking part in things or seeing people

- You are able to get out and take part in activities that are important to you, though you may now have different priorities
- You are managing socially as well as you did before the crime and mostly trust people, including people you don't know. You may have formed more positive relationships
- If you had any fears about certain people, communities or environments as a result of the crime, these no longer have a big impact on your life
- You feel connected enough to the outside world, or any difficulties in this area are not linked to the crime

4 Finding what works

I'm finding ways to get out, take part in things or see people but am still limited by the crime

- You are managing to take part in some activities that are important to you
- You are starting to find ways to manage socially, including with people you don't know
- You may be learning to manage any fears about people, communities or environments
- There are still some problems and you don't feel you are getting out as much or managing as well socially as you did before the crime

3 Starting to deal with it

I'm trying to get out, take part in things or see people more, but it's not yet working well

- You are starting to engage more with the outside world. This may include trying to get out to a few places or activities
- You may be trying to re-engage socially with people you used to see before the crime, or to form more positive relationships
- You may be trying to tackle fears of being unsafe with certain people or communities, or with particular environments, perhaps with the help of a counsellor
- You are actively trying to get out and about more but have not yet found what works for you

2 Taking it in

I don't feel able to get out and about or see people as I did. I'm thinking about what I can do

- You realise the impact the crime is having on how you relate to the outside world and are considering how you can get out and spend time with people again, or form more positive relationships
- You may be talking to a worker, counsellor, friend or family member about how you feel about the outside world. You may be getting out to attend appointments

1 Stuck

I don't get out and about or want to be around people because of the crime. I can't move forward

- You may have stopped going out, don't go to places where you might meet people or avoid normal activities such as shopping or taking children to school. You may feel very unsafe outside
- You may be avoiding social occasions or activities you enjoyed before the crime
- You may have become afraid of certain people, communities or environments
- Perhaps you spend time with people who sometimes get involved in crime themselves and this is not helping you
- You can't move forward or engage with help if it's offered

4 Physical health and well-being

Coping with physical harm, effects of crime on sleep and self-care, alcohol and drugs

5 Coping well

I look after myself well enough, or my physical health and well-being are not affected

4 Finding what works

I'm finding ways to look after myself better but my health is still affected by the crime

3 Starting to deal with it

I'm trying to look after myself better or recover physically, but it's not yet going well

2 Taking it in

There is a big impact on my physical health or well-being. I'm taking in what this means for me

1 Stuck

There is a big impact on my physical health or well-being. I can't move forward

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