



Victim Incident Management System (VIMS)

Client Profile

Victim Support Scotland is the leading voluntary organisation in Scotland which offers help and support to people who have been impacted by crime. The services they offer encompass three key business areas namely the community based Victim Service, the Court based Witness service and the Youth Justice Service which currently operates in Dundee. The non-governmental organisation (NGO) was established in 1985 as a charity and became an independent company limited by guarantee in 1989. Since its establishment, Victim Support Scotland has established itself as the lead organisation in Scotland providing help and support to victims of crime as well as witnesses. Although Victim Support Scotland and Victim Support England and Wales have strong links they are separate organisations.

The charity also acts as a national voice for victims and campaigns for change. Victim Support Scotland has been instrumental in raising the profile of Victims and Witnesses. All services are provided independently of the police or courts.

The Challenge

Although Victim Support Scotland existed as a national organisation with its headquarters in Edinburgh, the community based Victim Services existed as separate independent charities located in all local authorities throughout Scotland

In 2007, the separate independent charities moved into one charity, thus standardising their Victim and Witness services throughout Scotland.

At the same time, the decision was also taken to introduce a centralised, workflow-based Case Management System (CMS), which could be used by staff to handle work processes across all three areas of their organisation, Victim Services, Witness Services and Youth Justice.

The biggest challenge to this project was utilisation of the same entities and modules in three different services, each with their own requirements and business logic.

The aim was to offer a consistent level of service and support to everyone no matter where they lived.

The Solution

Based on the experience and involvement of Entegraty Professional Services (EPS) with Victim Support England and Wales, the sister organisation to Victim Support Scotland, EPS were invited to demonstrate a Case Management System and to subsequently tender for the design and development of the CMS. EPS demonstrated a CMS based on Sage's web-based CRM applications. The workflow-based offering utilised



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custom modules which together with the core product support modules, provided users with a holistic view of customer information.

Victim Support Scotland awarded EPS the project to build the CMS using their business process model, Toolbox. EPS worked with Victim Support Scotland to refine their work processes and to translate their business process into system logic and workflow. The CMS was implemented and deployed in April 2008.

EPS was involved in all aspects of the system implementation including infrastructure and training.

Since implementation, Victim Support Scotland have continued to refine their work processes in order to streamline their operation. EPS are currently working with Victim Support Scotland's Senior Management team to modify the system and its workflows to meet the changing requirements.

The Benefits

One of the most tangible benefits of the system has been to help standardise the services offered throughout Scotland across the three areas of Victim Services, Witness Services and Youth Justice.

All communications, telephone, email or letter, with the victim or Witness or their relevant contact is recorded automatically against the case and stored in each individual's case record.

Because all case information is held in a single data repository, new victims or Witnesses can now be matched more accurately against existing ones, which significantly reduces duplication and errors. The single data repository also enables Victim Support Staff to collaborate, share information and transfer cases across territories, which they were not able to do before.

One to Many and Many to One relationship between the entities enables Victim Support to assign different levels of authority to their users, based on the user's territory and service.

The Future

It is anticipated that there will be changes to the CMS workflow designs in order to accommodate results of the business process review.

Additional module for batch importing of cases received from police authorities is also being implemented.

Further enhancements are also planned to improve user accessibility.