

The Victim Action Plan

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Background

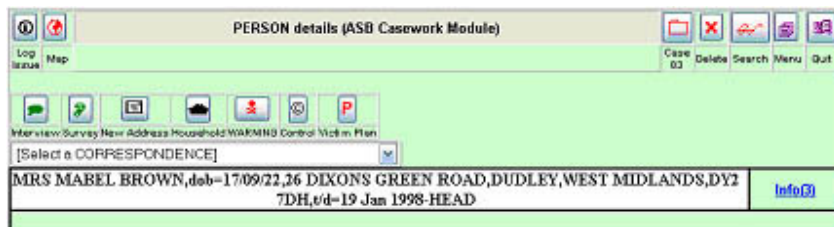
The Victim Action Plan, is designed to hold details of agreements made with complainants to undertake various Actions to resolve their case. It is also a means of diarising and recording periodic reviews of the plan.

The Victim Action Plan is available on request, and has a format which may be customised to different lists of options and actions to meet site requirements. It is not enabled in the standard system.

Invoking the Plan

The Plan is invoked from the PERSON DETAILS of the Person to whom it relates by clicking the “P” button.

The first time it is clicked, a new Action Plan will be created. Thereafter, the existing plan will be shown, until it is completed, then a new Plan may be created.



Action Plan References

The Upper Part of the Plan, displays the Person to whom it relates, the default user for Actions (this will be set to be the Caseworker) and the Action to be created and Date.

Default Values may be changed.

It is essential to indicate the Next Review Date, or enter an End Date.

In subsequent updates, the Next Review Date Alert can be cleared by clicking the option – Record as Review = YES.

The Alert for the next Review will also be reset by changing the Review Date to one further ahead.

The Agreed Actions

The Agreed Actions follow a common format. The precise actions are customisable.

For each Action, there is a pick list set to NO which may be reset to DO (to indicate that the action is agreed) and Done (to indicate that the Action is completed).

A short note may be entered against each Action.

A User Responsible may be selected, but if not, the default user will be the Default User for the whole plan (set above).

A target date may be entered. If it is, an Alert will be created for the User for the Date.

At the end of every group of Actions (up to 6 in total) there is a Notes box to further describe what has been agreed.

EMERGENCY REPAIRS				
Action	Do/Done Note	User	Target	
Action 1	Repairs	No <input type="button" value="v"/>	No user selected <input type="button" value="v"/>	<input type="text"/>
Further notes <input type="text"/>				
Top				
EMERGENCY REHOUSING				
Action	Do/Done Note	User	Target	
Action 1	Emergency Rehousing?	No <input type="button" value="v"/>	No user selected <input type="button" value="v"/>	<input type="text"/>
Action 2	Mutual Exchange?	No <input type="button" value="v"/>	No user selected <input type="button" value="v"/>	<input type="text"/>
Action 3	Other Options Discussed?	No <input type="button" value="v"/>	No user selected <input type="button" value="v"/>	<input type="text"/>
Further notes <input type="text"/>				
Top				

On subsequent updates, new Actions may be added.

If a Do/Done is changed to Done, any Alert created will be Cleared.

Agreements

The last section of the page allows the recording of Agreements.

Agreements		Top
Date victim signed	<input type="text"/>	
Case Officer Agreed	<input type="text"/>	
Case Officer	Avlone Admin <input type="button" value="v"/>	
Case Manager Agreed	<input type="text"/>	
Case Manager	No manager selected <input type="button" value="v"/>	
Support Officer Agreed	<input type="text"/>	
Support Officer	<input type="text"/>	
Support Organisation	No Organisation entered <input type="button" value="v"/>	
<input type="button" value="Cancel"/> <input type="button" value="Process"/>		