

POLICE AND CRIME COMMISSIONER FOR LEICESTERSHIRE

JOINT AUDIT, RISK & ASSURANCE PANEL

PAPER
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Report of	CHIEF CONSTABLE
Subject	UPDATE ON PROGRESS AGAINST THE VICTIMS CODE OF PRACTICE
Date	THURSDAY 25 APRIL 2019 – 10:00AM
Author	D/SUPERINTENDENT JONNY STARBUCK – CRIME AND INTELLIGENCE DIRECTORATE

Purpose

1. This report summarises the work completed to date regarding the Victim Code of Practice, in terms of putting the appropriate structures in place and ensuring our future compliance with the code.

Recent HMIC PEEL inspection

2. The recent HMIC PEEL report (page 9) has made several positive references to our officers' commitment to supporting and communicating with victims:-

"We reviewed 60 files from recent investigations....the standard was good in 52 of them (87%). In all cases, they had been allocated to an appropriate team"

"Investigators described....wanting to do the best they could for victims...."

"In the file review and during the fieldwork, we found that victims' needs are considered at all stages of investigations"

Work completed to date

3. A task and finish group was convened in August 2018. It has included representatives from the OPCC, CMD, LPD and CAID. Collectively, the following has been achieved:-
 - The CARE mnemonic, which underpins VCOP, has now been successfully launched through a corporate communications media campaign
 - includes posters around stations force wide,
 - a web banner on the intranet
 - Chief officer messages on the intranet reinforcing the importance of VCOP and effective victim updates.

4. A video has been commissioned and successfully launched on the intranet. It explains why VCOP is important using CARE and 'nudges' staff to record updates in the correct way. In order to ensure it reaches its audience, the following has been done:-
 - It has been published on the intranet with a COT endorsement
 - It has been sent by email directly to staff and first line supervisors in order to ensure compliance with regards to viewing.
 - Superintendents Natalee Wignall and Steve Potter have messaged Inspectors to ensure their staff in NPAs and PRTs have viewed it. Inspectors are feeding back to D/Supt Starbuck directly once their team has been briefed with the video.
 - The video features staff from victim first to reinforce the 'Team Leicestershire' approach
 - The video features a subtle computer demonstration as to how to add the correct victim update OEL and to ensure referrals to victim first are completed.
5. A power point presentation has also been circulated detailing how officers effectively complete VCOP and complete/select relevant update OELS
6. The victims of crime booklet has now been successfully redesigned and launched both internally and externally.
 - It has been published on the external force website and on 'link' so victims and community members can freely access it.
 - It is accessible on the intranet for download by staff.
 - It has been circulated via the CARE campaign and chief officer message as well as via the email to staff force wide.
 - Physical copies have also been sent to all individual stations where public facing officers are based including specialist departments.
 - An internal message has been placed on the intranet to reinforce availability/circulation of the physical copies.
 - Neighbourhood teams have also made the link to the victim booklet available via social media.
 - The electronic copy is able to be forwarded to victims via email which is the main method of provision by departments such as the crime bureau.
7. A practical user guide called "VCOP and Victim CARE principles" has been created and made available on the internal victim code webpage:-
 - <http://hg95t029/cms/section.asp?id=3102>
 - There are various other useful guides on the internal site including information concerning CARE and an aide memoire to officers with a 10 point plan to help understand VCOP compliance and Needs Assessments.

Next steps and future governance / reassurance

8. The preparatory work has been completed and the correct structures are now in place. We must now embed VCOP compliance in business as usual, and create a

governance and reassurance regime to bring about sustained high performance in this area.

9. A one off audit will be commissioned through the HMIC scrutiny and oversight panel, at the next meeting on 8th April 2019, prior to HMIC AFI and Mazars audit report sign off.
10. Inspectors responsible for the investigation of crime will undertake a DIP sample of 10 crimes every month to evidence compliance which will be reported back in to performance meetings.
 - This will be managed via LPD and CAID performance management meetings (STEPS and IMM)
11. DI Granger is working with Northants police and our own Corporate Services department, to automatically generate some local compliance data from Niche.
12. There is an ongoing programme of 'soft feedback' from Victim First to help highlight any errors around compliance or negative themes emerging.
 - Senior Victim First workers have been granted higher access to Niche so they can see the status of investigations and OELS and can therefore more effectively update victims/witnesses due to having more knowledge of the case. (Previously they have had very limited access simply to the VCOP page and would have to chase officers for updates)
 - This breaks down a significant communication barrier and allows Victim First to provide updates directly to victims, whilst identifying errors which can be fed back to investigators.

Implications

<i>Financial</i>	N/A
<i>Equality impact assessment</i>	N/A
<i>Risks and impact</i>	N/A
<i>Link to Police and Crime Plan</i>	As per report.

Appendices

Appendix A – Progress and outstanding issues against Mazars Audit / HMIC AFIs

Persons to contact

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Appendix A – Progress and outstanding issues against Mazars Audit / HMIC AFIs

Significant – Communication with Victims 4.3

The Force should implement an appropriate process to ensure that each victim receives a written acknowledgement of the crime they have reported. This should include the basic details of the offence and confirmation of the communication with the victim should be recorded on the Niche system.

<p><u>Position</u></p> <p>-G3 and G4 crimes are managed via Crime Bureau who provide written confirmation of the crime as a matter of course</p> <p>-G1 and G2 crimes are managed by PRT – Crime numbers should be generated at scene via Pronto.</p>	<p><u>Outstanding issues</u></p> <p>-Confirmation that PRT give out crime numbers on attendance and how we measure compliance.</p> <p>-If PRT give verbal confirmation, does force consider this to be sufficient during a face to face interaction?</p> <p>-Confirmation that crime recording is automated via Pronto when PRT create report at scene?</p>
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Significant – Providing Information to Victims 4.4

In line with the Communication with Victims recommendation above, the Force should ensure that it provides victims of crime with information on what to expect from the criminal justice system in line with the VCOP. Consideration would be referral to online information through the email and text communications it sends to Victims.

<p><u>Position</u></p> <p>-The victim booklet contains all of the above required information.</p> <p>-G3 and G4 crimes are managed via Crime Bureau who signpost an electronic copy of the victim booklet.</p> <p>-G1 and G2 crimes are managed by PRT. Hard copies of the victim booklet are available in stations and a link to the victim booklet is embedded on intranet</p>	<p><u>Outstanding issues</u></p> <p>-Confirmation that PRT give out victim booklets/signpost web links on attendance and how we measure compliance.</p> <p>-Can this be automated via Pronto when PRT create report at scene?</p>
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Housekeeping – Needs Assessment 4.5 (Only reported to SORB)

The action group should look to implement a consistent procedure for recording the needs assessment of victims in Niche. They should consider a process map that shows how needs assessment should be recorded dependent on the situation.

<p><u>Position</u></p> <p>-The needs assessment is embedded in CARE, VCOP guidance, the VCOP video and is embedded in the VCOP template OEL on Niche.</p>	<p><u>Outstanding issues</u></p> <p>-Ongoing compliance and reassurance regime needs to confirm this is embedded in business as usual</p>
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