POLICE AND CRIME COMMISSIONER FOR LEICESTERSHIRE

JOINT AUDIT, RISK & ASSURANCE PANEL

PAPER MARKED

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Report of	**CHIEF CONSTABLE**
Subject	**LEICESTERSHIRE POLICE – SERVICE TO VICTIMS & VCOP PERFORMANCE**
Date	
Author	**DEPUTY CHIEF CONSTABLE**

1. Purpose of Report

1.1 The purpose of this report is to provide an update to the previous report presented in May on the subsequent performance and governance arrangements regarding Service to Victims and VCOP performance

2. Context and Force Governance of VCOP

2.1 There have been no material changes to the force governance arrangements or performance measures since the previous report

2.2 The National Police Performance Framework was introduced in April this year, and whilst there are headline measures regarding crime levels, outcomes and victim attrition, supported by detailed offence type monitoring measures, VCOP performance is not specifically measured under the new framework

2.3 However, these continue to be actively monitored and responded to by the force and managed through the established force performance governance arrangements

2.4 The VCOP PowerBi app continues to provide contemporaneous force-wide data and feeds into all performance meetings.

2.5 The force was previously issued with Areas For Improvement under our PEEL 2024 inspection regarding better advice needing to be given to victims after reporting crimes and better assessing the needs of all victims.

2.6 Due to the significant and sustained performance in these areas, which have been co-ordinated through our improving service to victims' plan, these were formally discharged by HMICFRS at the beginning of October

3. Update on Force VCOP Performance April – September 2026

- Overall performance is positive and improving. Force-wide VCOP compliance increased from 79.6% in April 2026 to 89.7% in September 2026, an improvement of 10.1 percentage points.
- Vulnerability VCOP performance similarly increased from 81.4% to 90.8%, a 9.4 percentage-point improvement.
- The latest performance data also records current figures of 87.7% overall and 89.1% for vulnerability, demonstrating some continuing fluctuation despite the strong underlying trajectory
- The improvement represents a strong position when compared with the February 2026 VCOP report, which recorded 87.4% full compliance across the seven police-delivered VCOP rights, alongside 93.7% completion of victim assessments and 91.7% up-to-date victim updates.
- Local Policing is performing strongly at 93.4% overall VCOP compliance and 93.8% for vulnerable victims, compared with 85.4% and 86.5% respectively in Crime and Intelligence.
- Within Local Policing, City and Counties combined achieve 92.7%, although individual areas range from 97.5% to 87.6%
- High-harm and vulnerable victims require continued focus. The latest assessment identifies vulnerable, domestic abuse, CSA and serious violence themes as having full VCOP compliance of 88.3% or below
- Sexual offences record 85.7% overall compliance, rape 87.0%, violence against the person 88.5%, other sexual offences 84.8% and vehicle crime 84.4%.
- Our Victim Service Review activity continues (and was specifically praised by HMICFRS when visiting the force in September due to its depth and volume) and provides additional assurance beyond technical VCOP compliance.
- Investigation performance was 91.5% in August 2026, and Victim Focus increased to 85.8%, but Supervisor Reviews declined to 77.3%, making this the weakest VSR pillar.

4. Executive Summary:

4.1 JARAP can take reasonable assurance from the direction of travel, with material improvement in both overall and vulnerability VCOP performance since April.

4.2 However, the force recognises that the headline position masks variation by department, geography and crime type.

4.3 Therefore, the next phase of improvement will concentrate on consistency and quality, ensuring that high-harm and vulnerable victims receive the same standard of service demonstrated in the strongest-performing areas.

Financial:	None
Legal:	None
Equality Impact Assessment:	None
Risks and Impact:	None
Link to Police and Crime Plan:	Yes
Communications:	None

List of Appendices
None

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