

MOPAC

MAYOR OF LONDON
OFFICE FOR POLICING AND CRIME

MOPAC CHALLENGE

9th December 2015

VICTIMS

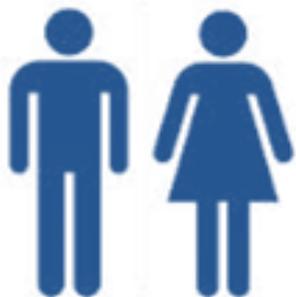
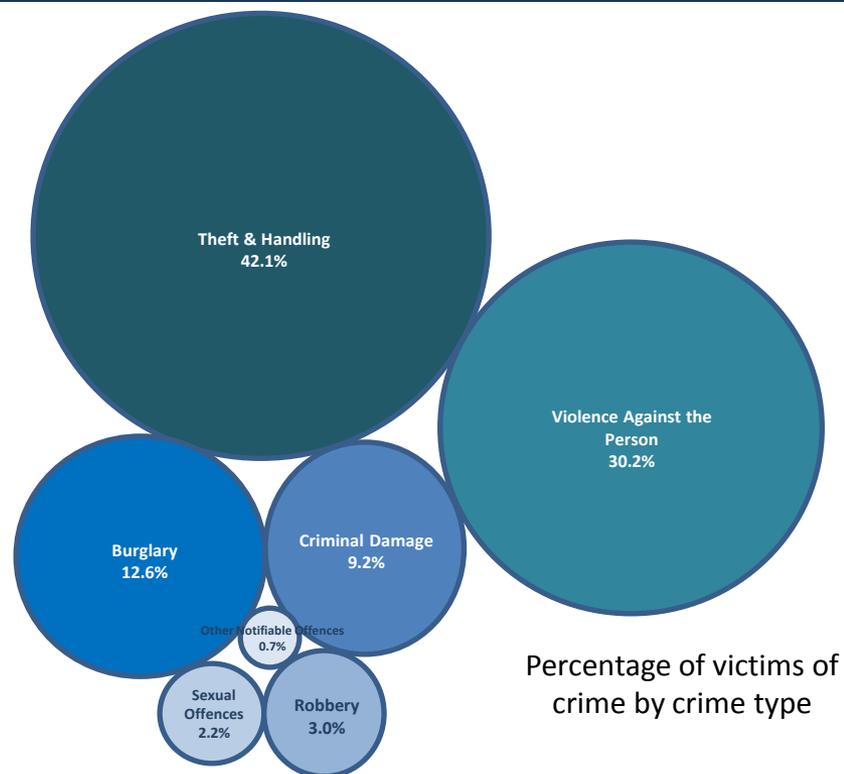
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Who are London's victims of crime?

There are almost 700,000 victims of crime recorded by MPS per year

- The majority of crime in London is recorded as **victim based** (i.e. against individuals or businesses rather than the State) ¹
- This equates to **almost 700,000 victims of crime in London per year** ²
- London accounts for approximately **one in five recorded crimes** across England and Wales
- **This is higher for acquisitive crimes: Robbery in London accounts for approximately 44% of the England and Wales total and Theft person 42%**
- Although **theft is seen as a widely under reported crime**, this still represents the **highest proportion of victims in London . Violence against the person is second most frequently recorded**



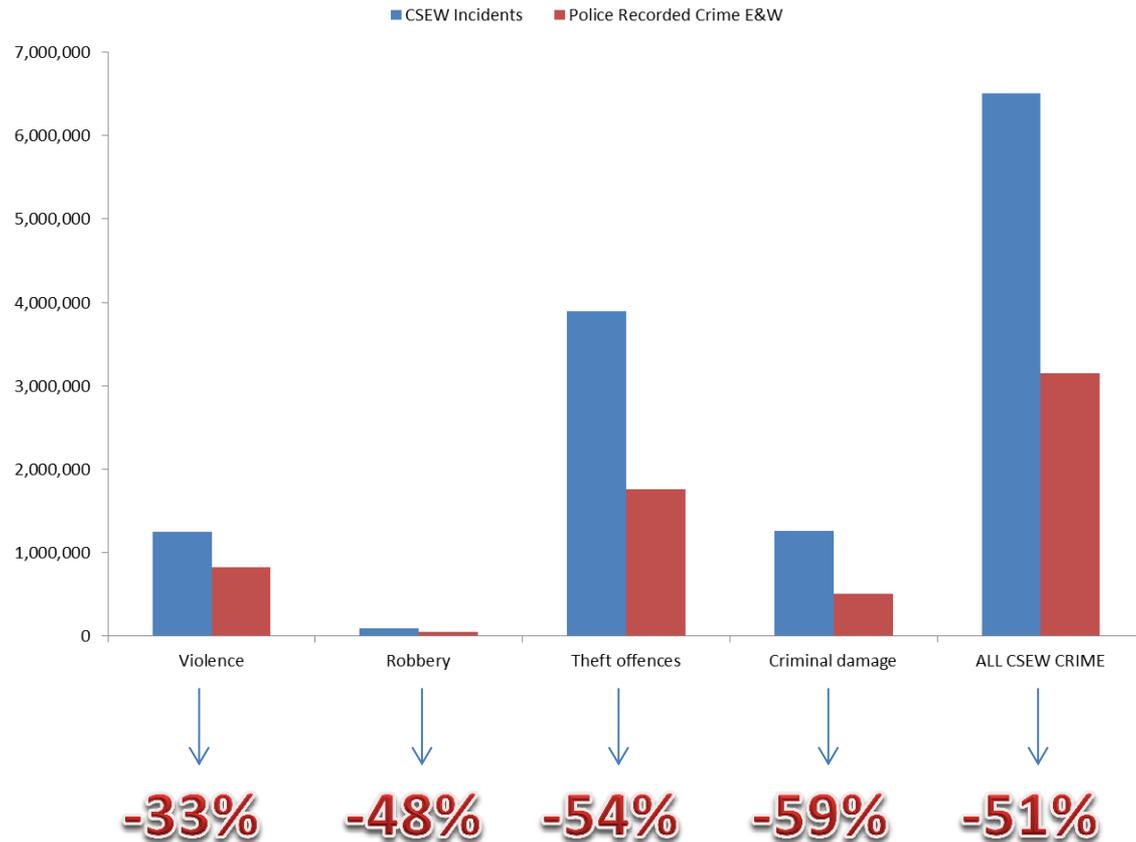
45% 39%

16% - no gender recorded
(approx. 111,000 victims)

- In general there is no significant difference in the gender of victims – yet males are slightly more represented
- **Exceptions include Women more frequently recorded as victims of sexual offences and men most frequently victims of robbery offences**
- Due to under-reporting the **scale of victimisation is likely to be underestimated**

Under reporting of crime is a national issue

Source: ONS October 2015 release - Crime Statistics, Year Ending June 2015



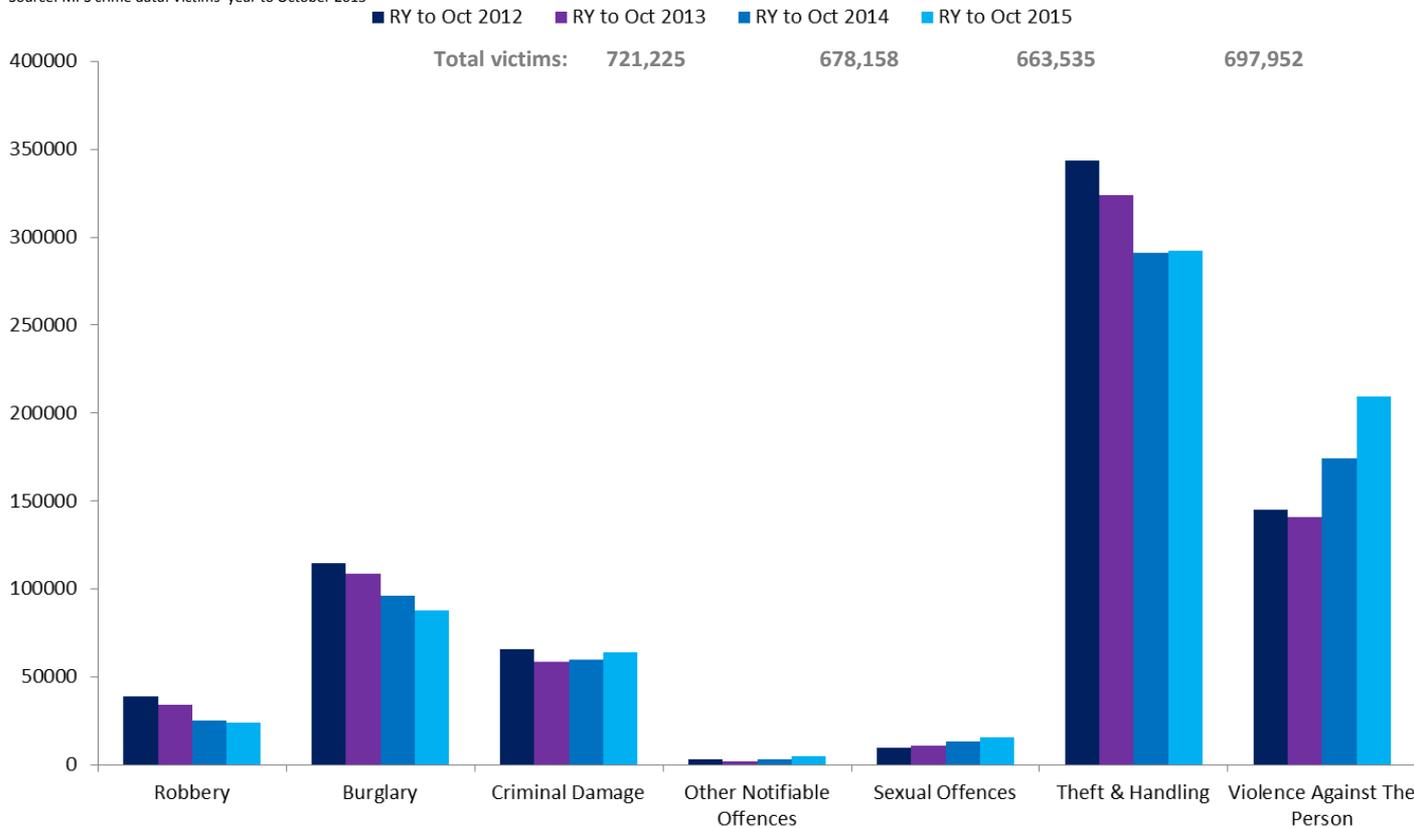
Why don't people report crime?

- Felt the crime wasn't serious enough.
- It will go away if I ignore it
- I will get used to it
- There might be repercussions
- This is probably just a few isolated incidents
- I can handle it myself
- Nothing is going to be done anyway

- Comparing CSEW estimates to recorded crime shows that across England and Wales approximately half of incidents are recorded as crime
- The CSEW fraud and online crime field trial also indicates a large number of victims of this type of crime across England and Wales and that this is largely under reported to police

Victimisation across crime classifications has changed

Source: MPS crime data: Victims year to October 2015



The changing nature of victimisation

The fall in acquisitive crimes recorded by police and the reported increase in fraud and online offending by recent ONS releases indicates a change in the nature of criminality and therefore victimisation

- Over the last four years there have been slight differences in the volume of victims across the major crime classifications
- Property crimes (robbery, burglary and theft) have seen reductions in victimisation yet VAP has seen an increase. This is in line with reductions seen in volume of property crimes reported yet VAP is linked to greater compliance with recording practices

Ethnicity of victims of crime is generally in line with London's population

Source: MPS crime data: Victims year to October 2015

In the year to October 2015, the self classified ethnicity of victims of crime were recorded on just 40% of records.

	Burglary	Criminal Damage	Robbery	Sexual Offences	Theft & Handling	Violence Against The Person	Population Ethnicity
White	66%	60%	56%	64%	65%	54%	60%
Asian	19%	18%	24%	13%	14%	19%	19%
Black	9%	16%	13%	16%	11%	19%	13%
Chinese/Other	5%	4%	5%	4%	8%	5%	3%
Mixed	1%	2%	2%	3%	2%	3%	5%

- From the available data, victims ethnicity generally follows the overall population ethnicity trends
- However, compared to the general population:
 - There is a higher proportion of victims of Violence Against the Person who are of Black ethnicity relative to population
 - There is a higher proportion of victims of Burglary and Theft & Handling who are of White ethnicity

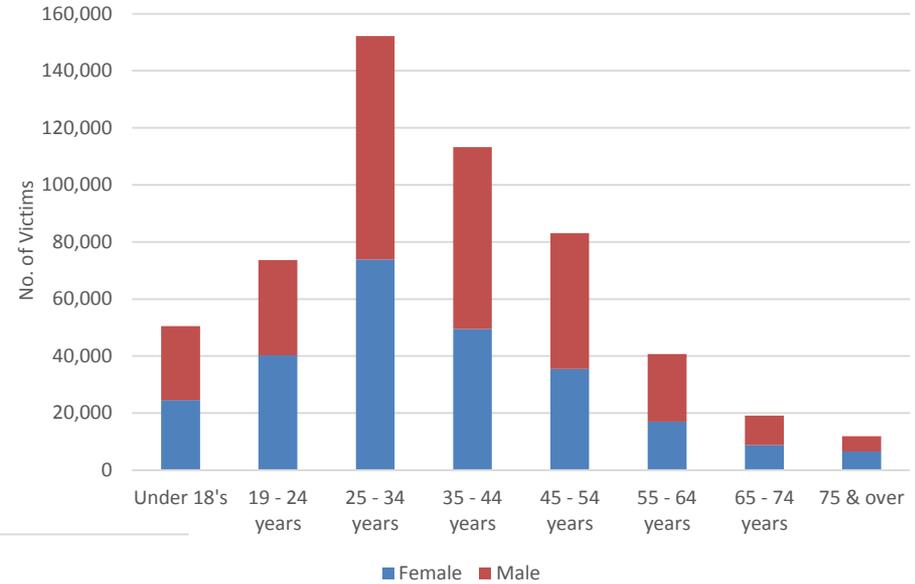
Recorded victim demographics differ dependent on the crime

Source: MPS crime data: Victims year to October 2015

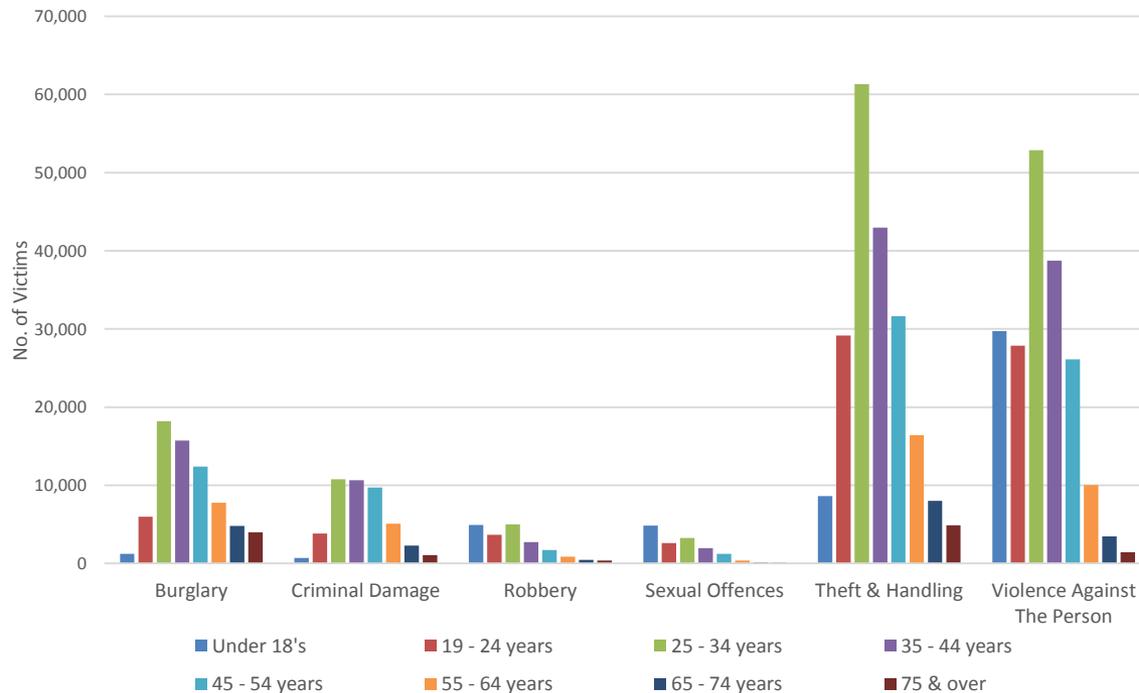
- White males are most frequently recorded as victims of crime – in line with the population
- The majority of victims are aged between 25 and 34 years, with little gender difference between the victims.



Victim Age and Gender



Victim Age and Crime Type



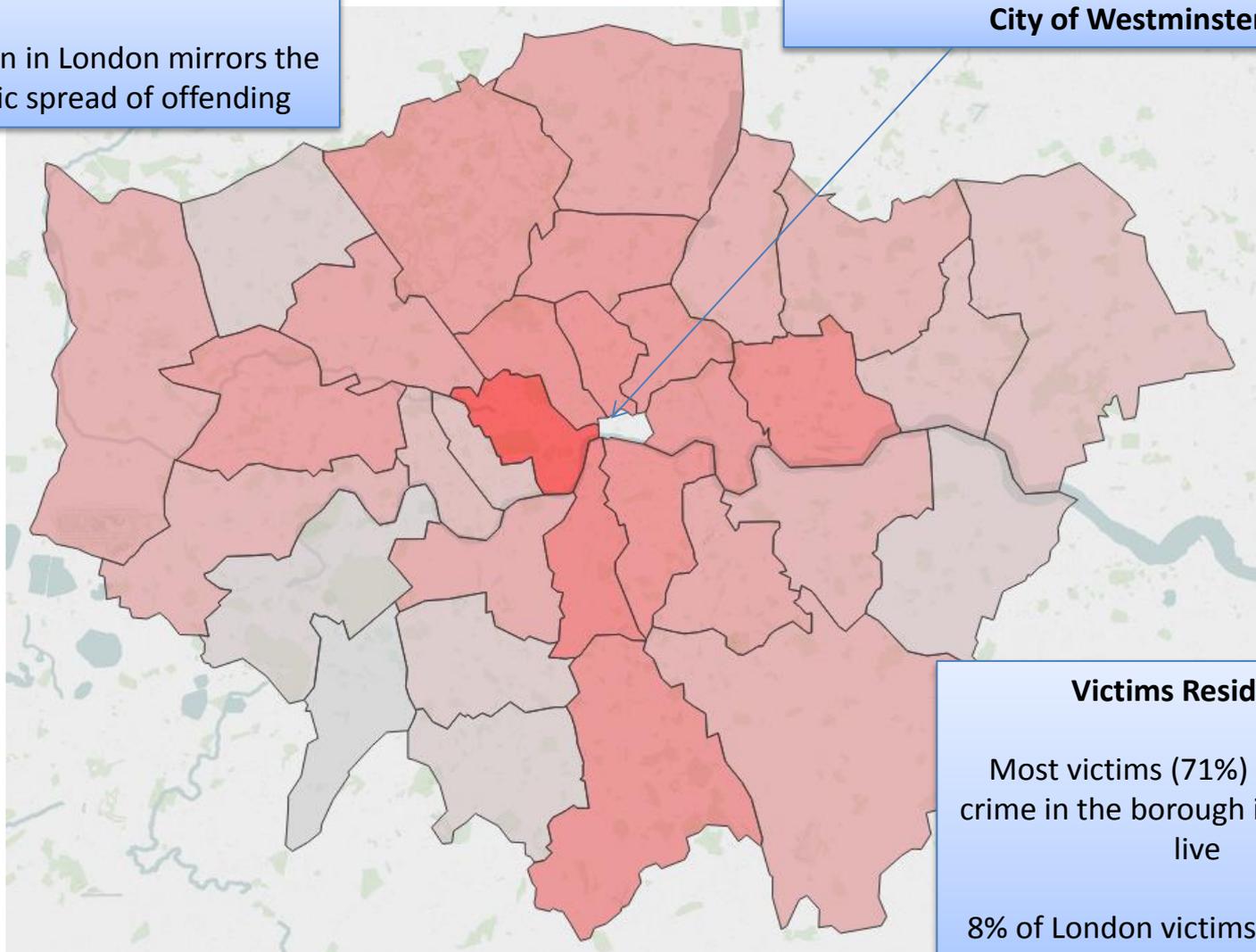
- Victims of Robbery and Sexual Offences tend to be younger.
- Violence Against the Person and Theft and Handling are experienced by victims aged between 25 and 44 years.

Most victims experience crime in the borough in which they live

Crime mirrors victimisation

Victimisation in London mirrors the geographic spread of offending

Most victim based crimes are committed in City of Westminster



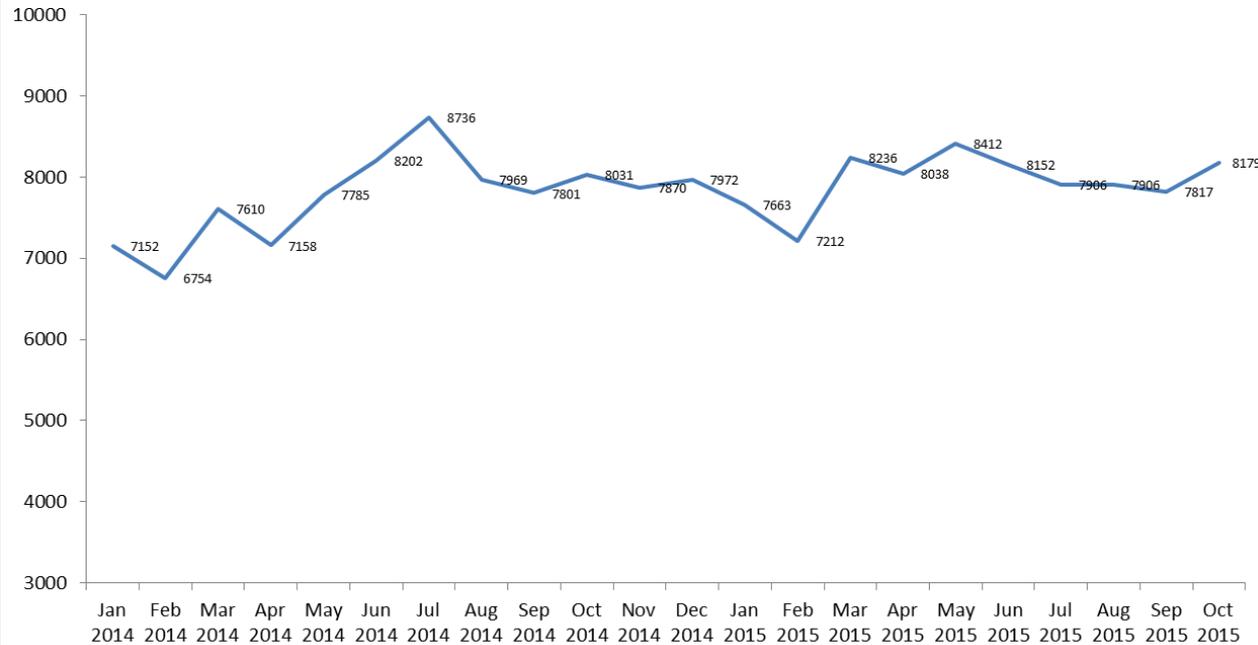
Victims Residence

Most victims (71%) experience crime in the borough in which they live

8% of London victims are resident within other police forces

One in eight victims of crime are repeat victims

Repeat Victims (per month)



- Reported repeat victim information currently does not include gender or age profiles
- Victims of violence (including domestic) and theft are more likely to experience multiple victimisations of the same crime type

- On average, repeat victims account for 13% of all victims of crime per month over the last year
- This is an average of almost 8,000 victims per month that have experienced at least one other offence in the preceding twelve months
- On average 36% of repeat victims per month have experienced two or more offences in the preceding twelve months

Current victim journey

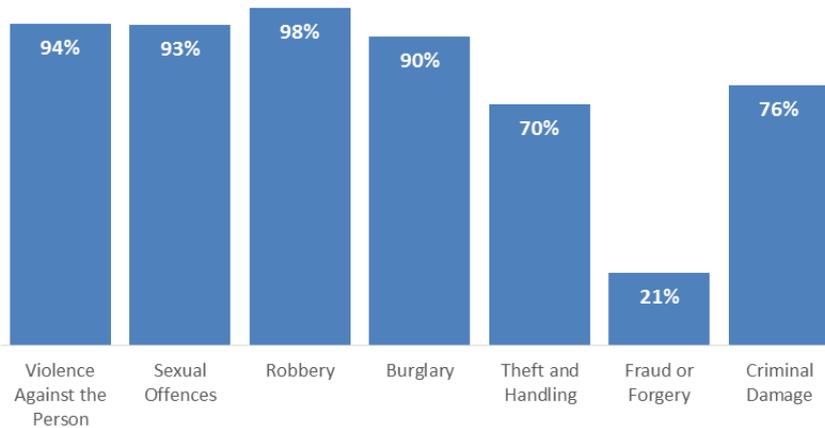
The Code of Practice for Victims of Crime

The Code of Practice for Victims of Crime:

- **sets out the services that must be provided to victims of crime by organisations in England and Wales** – this includes the MPS, CPS, HMCTS, MOPAC (and others);
- **sets the minimum standard for these services** – this includes
 - ensuring a needs assessment to assess support needs,
 - a referral to support services,
 - an opportunity to make a victim personal statement,
 - to be kept informed on the progress of the case,
 - access to information about the court process, and
 - an opportunity to be informed about an offender's release (if sentenced to more than 12 months/serious offence);
- **identifies enhanced entitlements** and access to enhanced services for victims of the most serious crime, persistently targeted victims and vulnerable or intimidated victims (includes children).

Proportion of crimes for which VCOP applies

Yearly Average of Offences Identified as VCOP Applicable

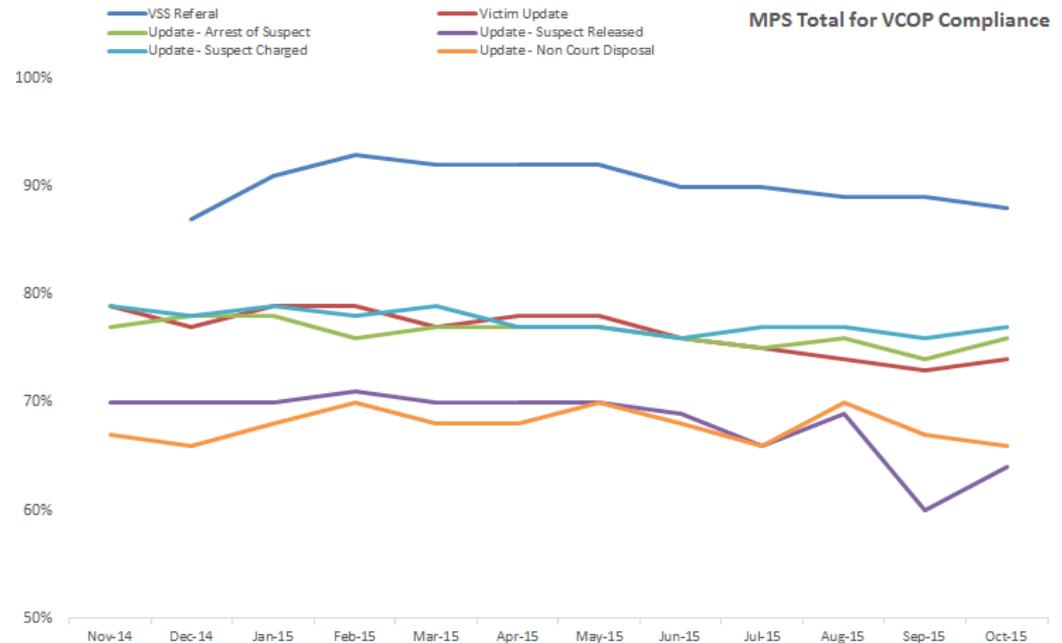


The MPS follow guidelines dictated in the Victims Code of Practice (VCOP):

- **Contacting & updating victims;**
- **Providing Total Victim Care cards;**
- **Taking a Victim Personal Statement;**
- **Referring to victim support services.**

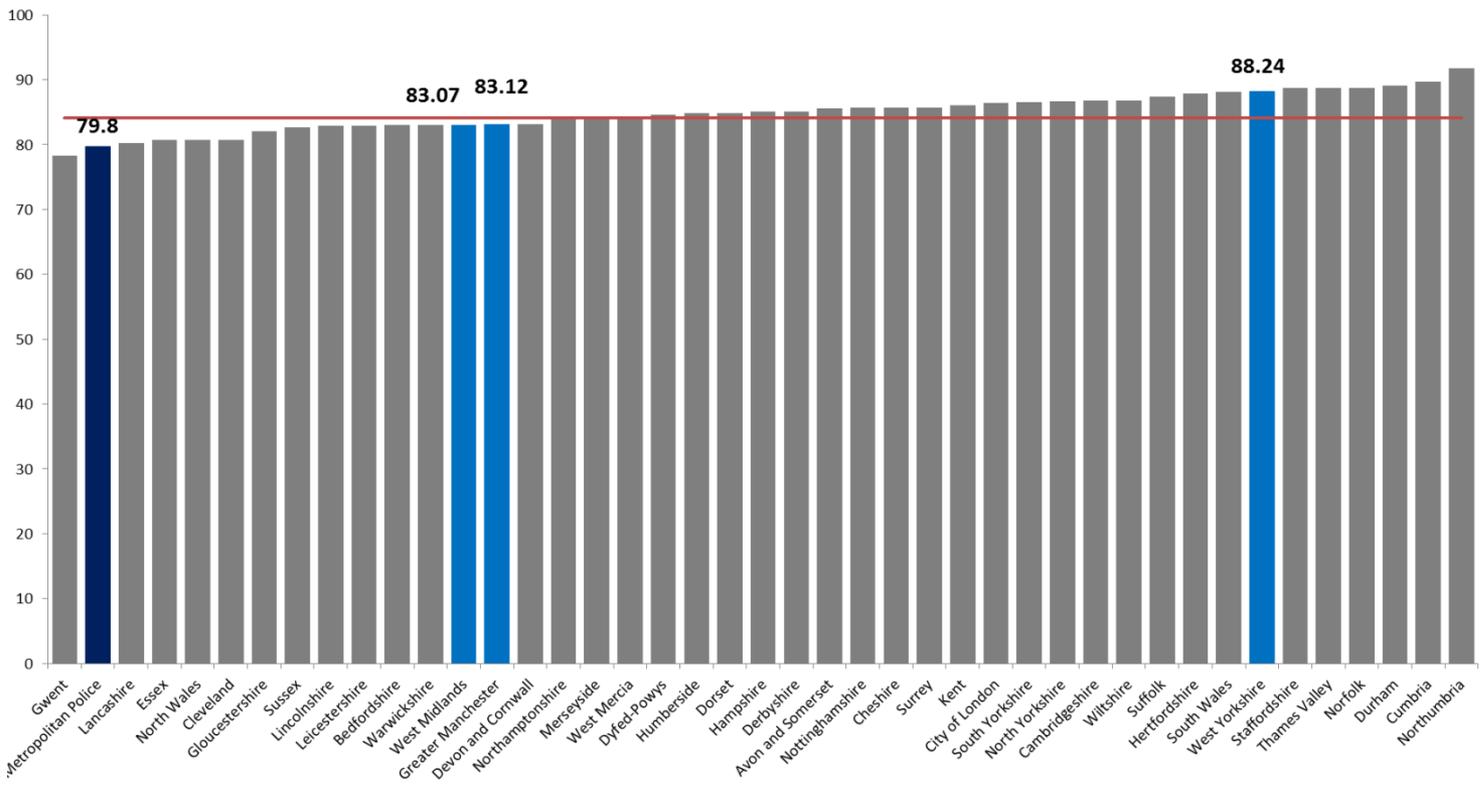
Compliance with VCOP varies, with updates to victims all recording below 80% - points of note include:

- Informing of a Suspects Release (average **68%** compliance in the year with a low of **60%** in September)
- Non-Court Disposals (average of **68%** with the most recent low 66% in October 2015)



The MPS has the lowest User Satisfaction in comparison to most similar forces

Source: Data source: HMIC Crime and Policing Comparator from Local User Satisfaction Surveys for CY 2014. Margin of error: MPS (+or- 0.62%), West Midlands (+ or -0.42%), Greater Manchester (+ or – 0.84%) and West Yorkshire (+or- 0.75%)



84%

(+or- 0.2%)

CY 2014 - satisfaction with overall experience – England and Wales

- The HMIC Crime & Policing comparator shows levels of satisfaction for the CY 2014
- This showed that the MPS had the lowest satisfaction across the Most Similar forces and the second lowest for England and Wales

Current overall satisfaction of victims with the MPS remains stable

Source: User Satisfaction Survey year to September 2015

80%

(+or- 0.7%)

Overall satisfaction with service

94%

(+or- 0.7%)

Satisfaction with ease of contacting the police

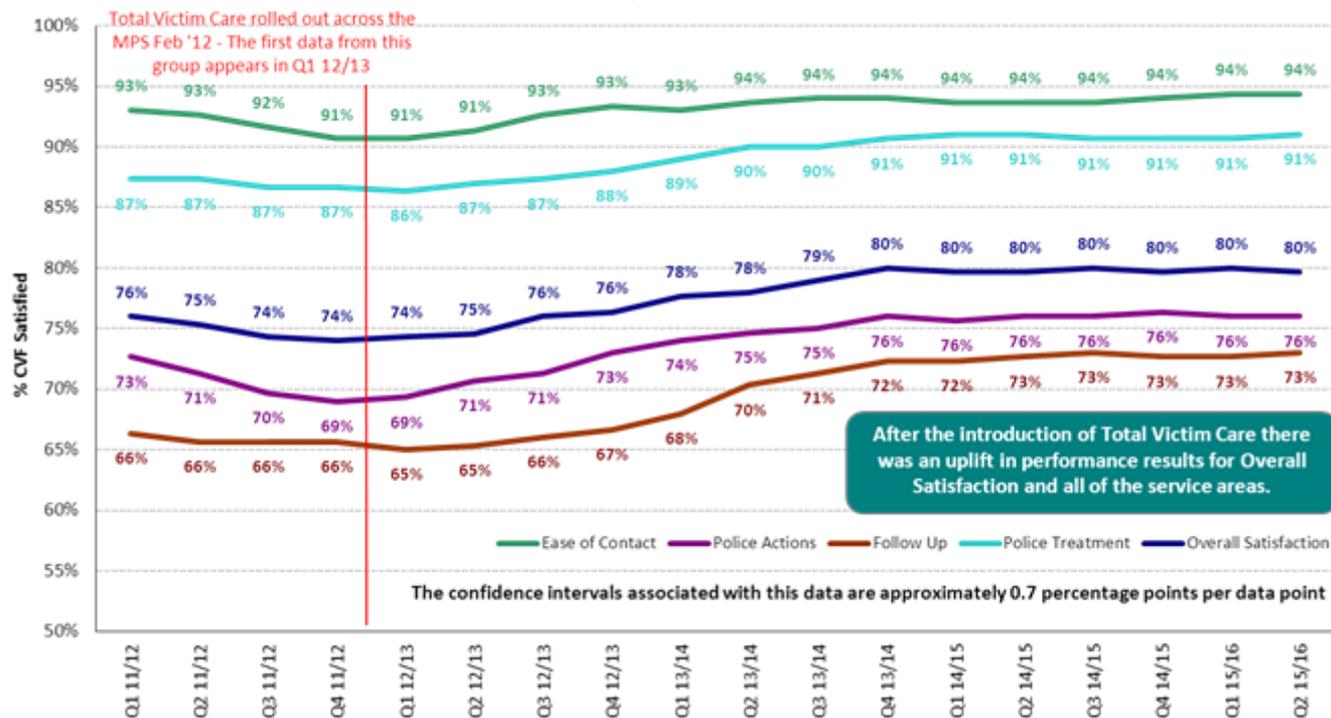
91%

(+or- 0.7%)

Satisfaction with Police treatment

Overall Satisfaction with service and drivers

Rolling 12 months per point



76%

(+or- 0.7%)

Satisfaction with Police Actions

73%

(+or- 0.7%)

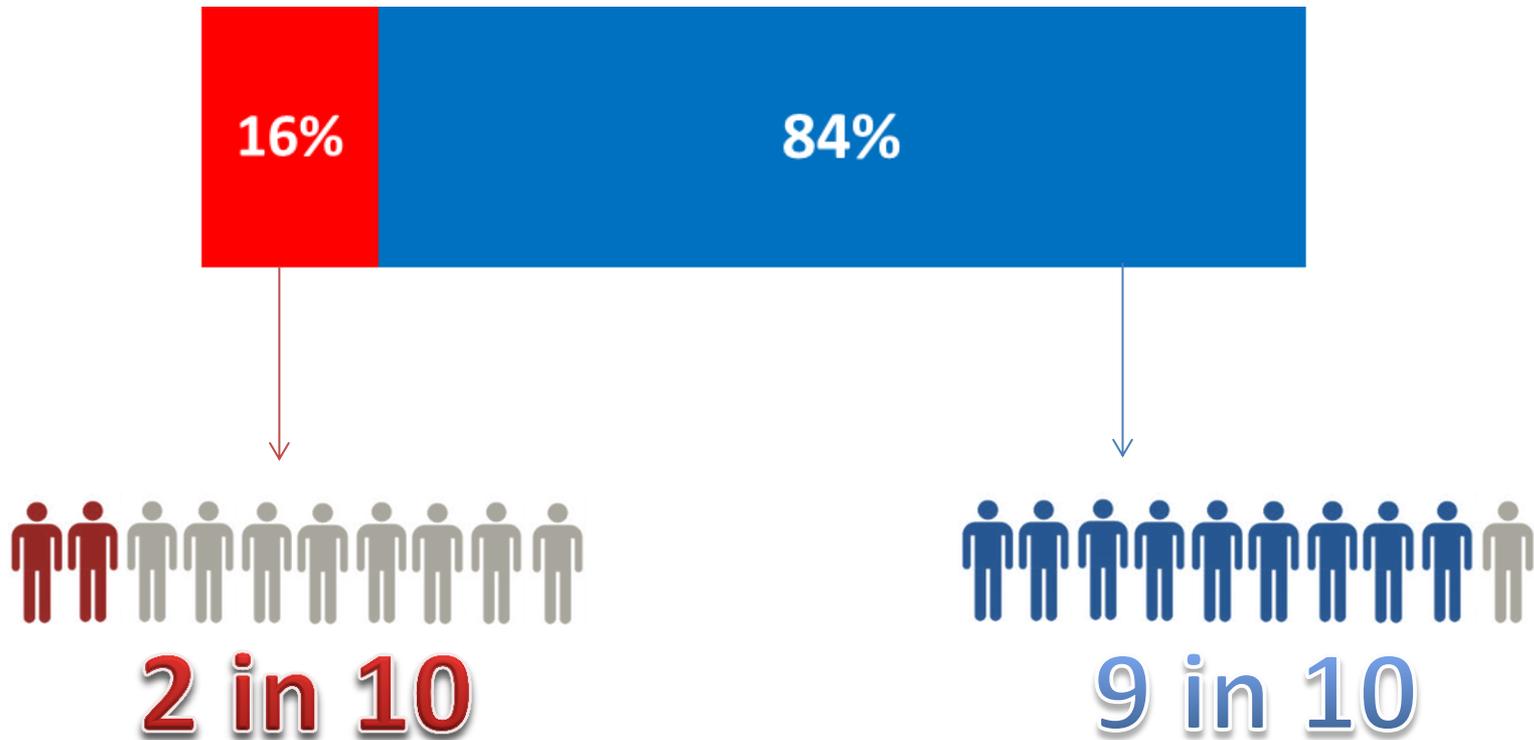
Satisfaction with follow up by police. This is the lowest of all four drivers

When reassured victims are more likely to be satisfied

Source: User Satisfaction Survey year to September 2015

Were you reassured by what police did?

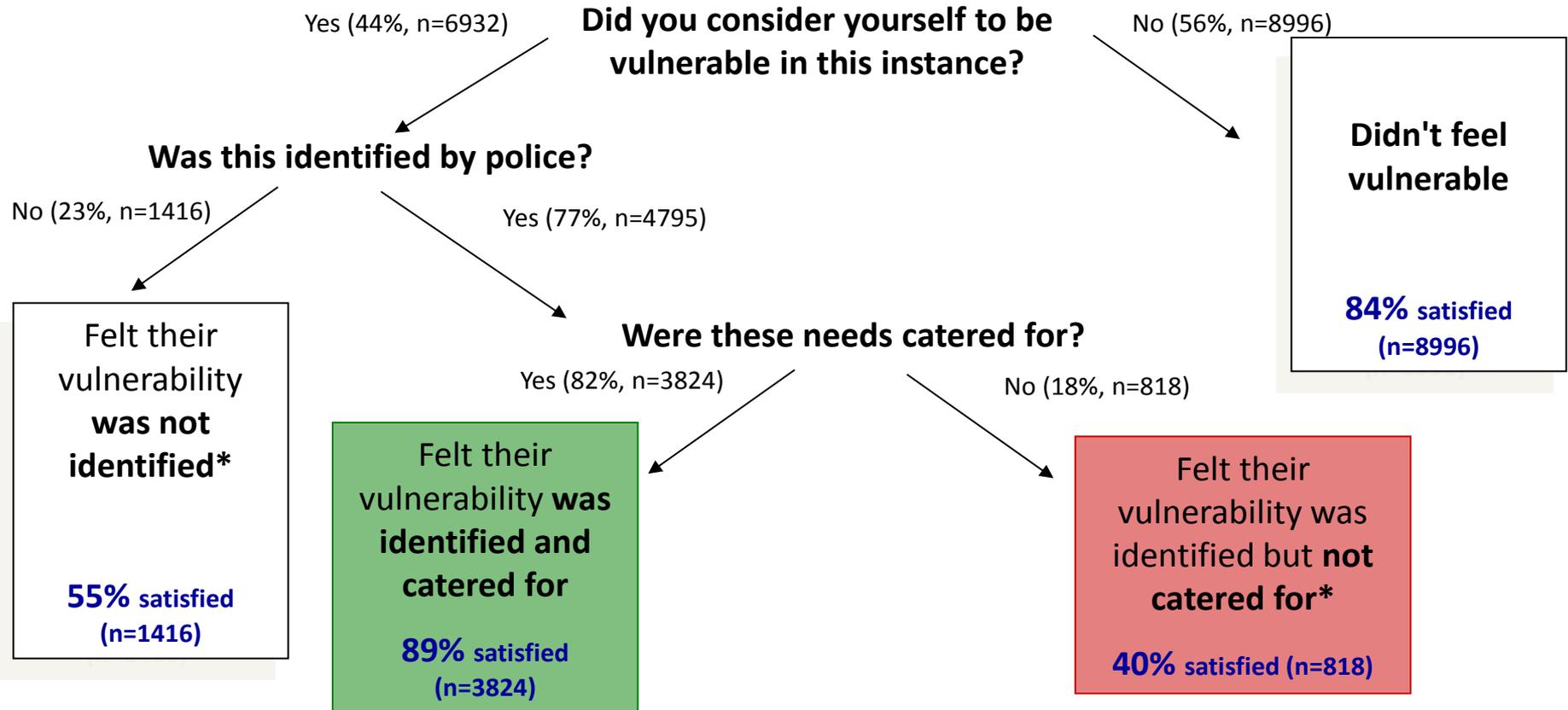
■ Didn't feel reassured ■ Felt reassured



who **were not** reassured were satisfied with Police actions

who **were** reassured were satisfied with Police actions

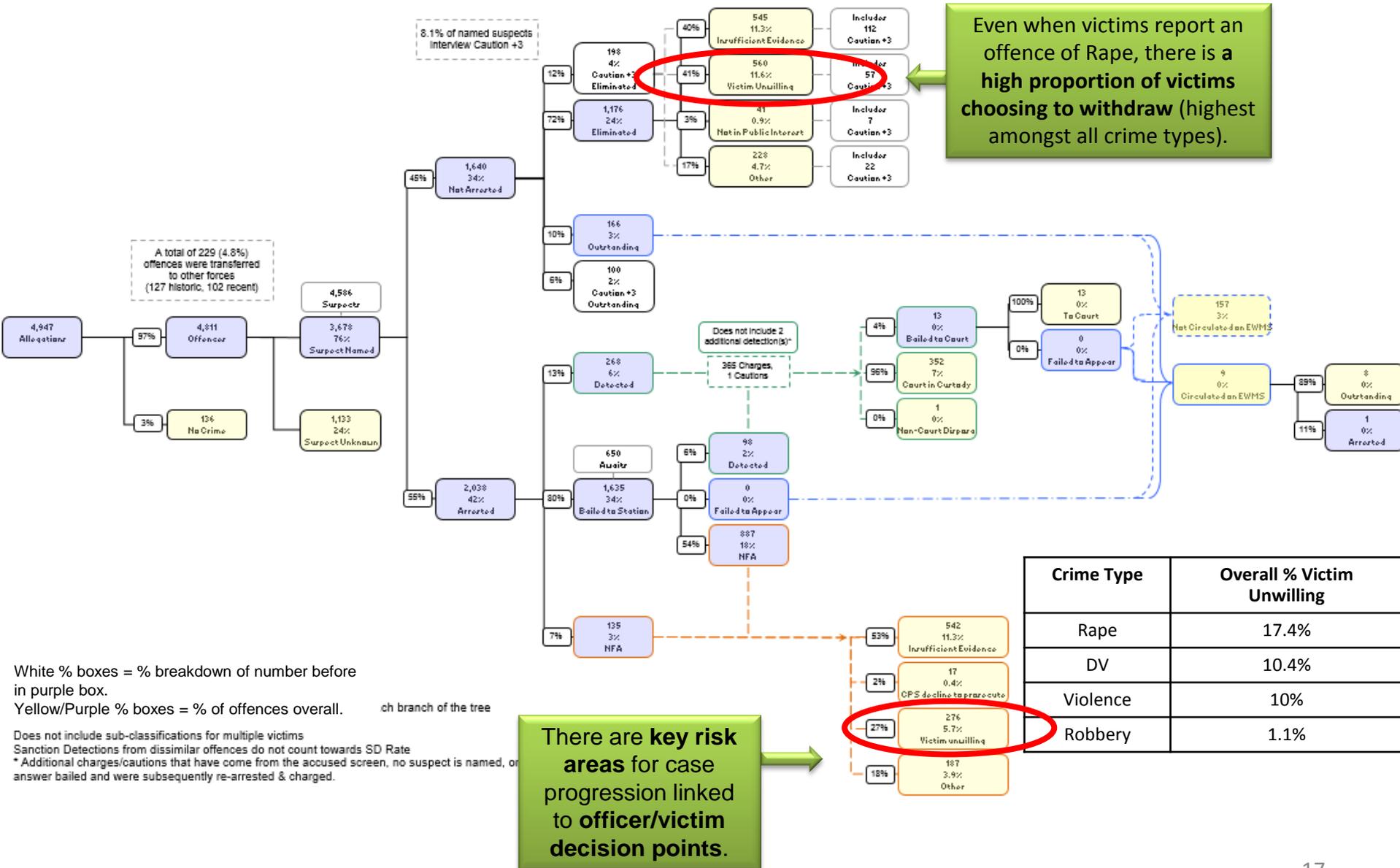
Identifying and dealing with vulnerability more than doubles satisfaction



Of those *who reported feeling vulnerable*, the proportion who felt that this was **either** missed or not catered for differs between crime groups; Burglary 33% (n=1930), Violent crime 35% (n=2668), Vehicle crime 49% (n=799) and Hate Crime 34% (n=841).

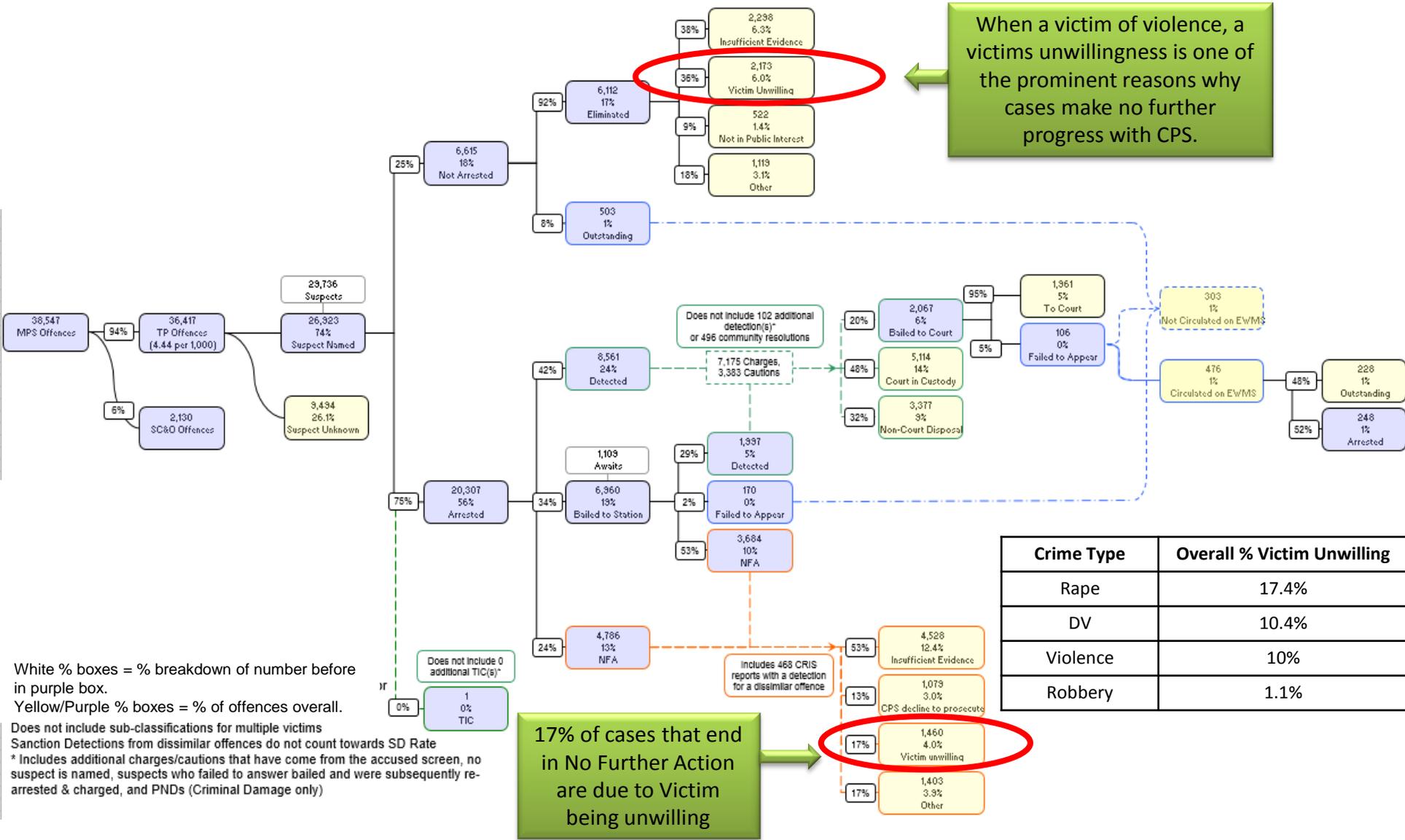
Based on Rolling 12 months to Sep '15
Source: User Satisfaction Survey

Victim journey - rape



Victim journey - violence with injury

When a victim of violence, a victims unwillingness is one of the prominent reasons why cases make no further progress with CPS.



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Victim Service Redesign

MOPAC Commissioning Victims' Services

- MOPAC assumed responsibility for commissioning support services for victims in London from 1st October 2014 and funding has transferred from the Ministry of Justice for this purpose.
- MOPAC's strategic ambition is to drive a 'whole system' approach to support victims of crime to cope and recover, protecting vulnerable victims; reducing repeat victimisation; and driving victim satisfaction and confidence in the criminal justice system.
- MOPAC is working with victims and across agencies to develop over time a co-ordinated, cohesive approach to supporting victims in London. MOPAC has commissioned iMPower to support this work.

Key Findings

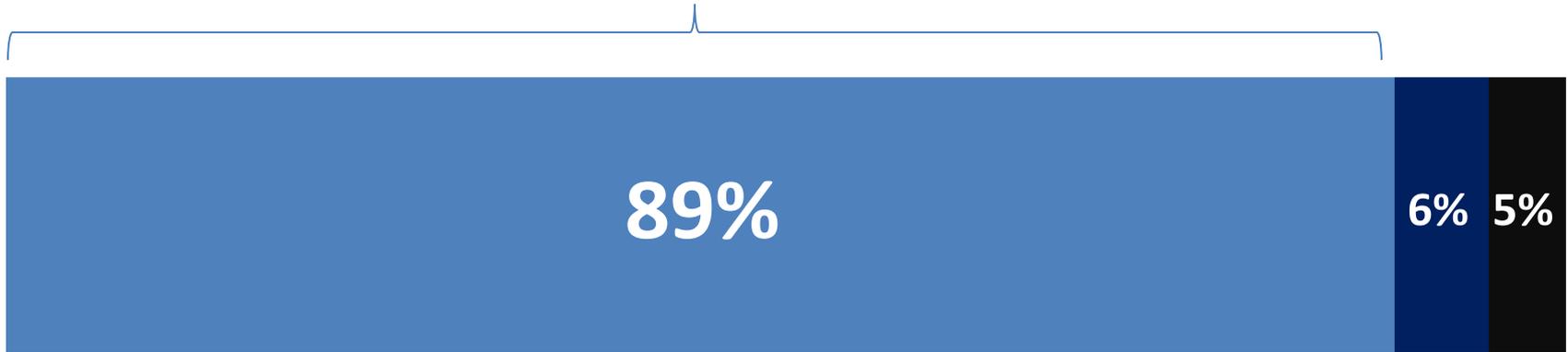
- 69% of victims felt that information, updates and explanations would have made their journey through the criminal justice system easier
- 54% of victims did not have a good understanding of the outcomes of each stage
- 44% of victims felt that they never knew what was going to happen next
- 91% of victims had to proactively contact people to find out more about their case or what was going to happen next
- 57% of victims had difficulty finding information about support and services
- 59% of victims did not feel they had someone who understood them and what they needed
- 40% of victims never felt in control of their involvement
- 40% of victims surveyed would not be happy for their details to be passed between agencies if it meant their care was seamless



Nine in ten victims will only interact with Police as part of their CJ journey

iMPower have been commissioned to work with MOPAC and CJS partners to consider how best to improve the victim journey across Criminal Justice System agencies and to better support victims through that. They have identified some key insights regarding the victim's journey:

% of victims of all crime that does not reach the charge stage . The police will be their only connection with the criminal justice process



- Around half of all victims are referred to victim support by the MPS. 39% of victims become cases for victim support

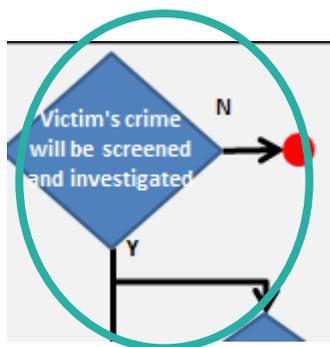
11% of victims reach the stage where an offender is charged. **6%** of all victims are involved in cases where the defendant is not convicted

5% of all victims are involved in cases where the defendant is successfully convicted, and therefore have the possibility of reading out their Victim Personal Statement (VPS) in court

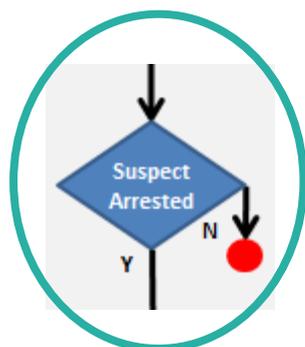
The victim journey is predicated by the suspects journey

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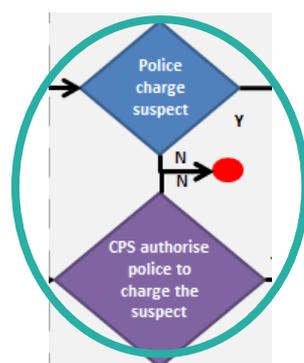
There are specific points during the criminal justice process when the victim's journey comes to an end. These tend to centre around the suspect rather than on the victim. These include:



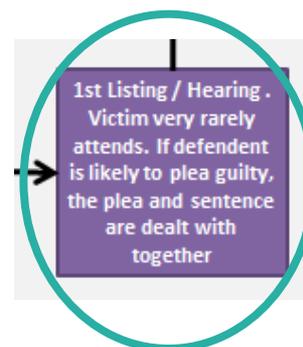
Screened out



Detected



Suspect Charged



Defendant expected to plead



- In all four situations the victim does not engage with the Criminal Justice System beyond the police service. They are not provided with an opportunity to:
 - attend court
 - publicly say in their own words how the crime has affected them

The victim journey becomes a witness journey

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Victim = A person harmed, injured, or killed as a result of a crime

Witness = A person who sees a crime and/or gives a sworn testimony to a court of law or the police

- When the victim's journey enters the pre-trial and trial stages, they are referred to, and treated as, a 'witness' rather than as a 'victim' i.e. 'Witness Services/Witness Care Unit'.
 - This downplays their status from 'being harmed by the crime' to merely 'witnessing the crime'.
 - This means that victims who are not required as a witnesses or who do not want to give sworn testimony are not encouraged to engage or offered support during the court process.
 - A focus on witnesses means victims very rarely attend the first hearing, as witnesses are not required at this stage.
- Currently the main purpose of the criminal justice system is achieving justice. Hence, the emphasis on the witness role of the victim permeates:
 - the aim of the Witness Care Unit is to get the witness to court
 - the Crown Prosecution Service's primary objective is to achieve a successful prosecution and this requires witnesses

Victim Service Redesign

iMPower have been commissioned to work with MOPAC and CJS partners to consider how best to improve the victim journey across Criminal Justice System agencies and to better support victims through that. The service redesign identifies a number of elements:

- **Single vision and outcome, with agreed cross cutting KPIs** to provide a coordinated approach and common ownership
- **Joint cultural change and training programme** to embed the vision, outcome and KPIs
- **A Coordinator function** as a single point of contact for victims
- **Single needs assessment** to capture all needs in the same place to prevent duplication
- **Pathways for needs and journey length:** Victims require different types and amount of support given their level of need as well as their likely journey through the CJS
- **Consent & information sharing** adapted to provide victims control over their own data
- **First contact** with victims is very important for establishing expectations and first impressions
- **Website and interactive self-service portal:** Plans are in place for some agencies to improve their websites and adopt victim portals.