

Victims Board - 17 September 2018 Record of Meeting

Attendees

Chair: Claire Waxman, Independent Victims' Commissioner for London
Kris Venkatasami, Crown Prosecution Service (CPS), deputising for Claire Lingley
Judge Martin Edmunds QC, Advisor to the board
Commander Paul Brogden, Metropolitan Police Service (MPS), deputising for Martin Hewitt
Sara Lewis, Metropolitan Police Service (MPS), deputising for Julian Bennett
Greg Tillett, National Probation Service (NPS), deputising for Kilvinder Vigurs
Gabrielle Browne, Victims' Reference Group (VRG)
Jelena Lentzos, Ministry of Justice (MOJ), deputising for Catherine Hinwood
Bernadette Keane, Victim Support (VS)
Ellie Cumbo, The Bar Council
Amy McKay, Citizens Advice Witness Service, deputising for Susanne Jarman
Neil Thurlow, London Heads of Community Safety (LHOCS)
Jon Collins (Magistrates Association)
Jeanine North (HMCTS)
Paul Dawson, MOPAC
Gavin Hernandez, Crown Prosecution Service Policy, (CPS)
Matthew Chester, MOPAC, deputising for Samantha Cunningham

In Attendance

Roger Hadwen, MOPAC
Brendan Charnock, MOPAC
Aisha Graham-Sharif, MOPAC

Agenda items

1. Welcome, introductions and apologies

The chair welcomed attendees and undertook a round of introductions.

2. Notes and actions from the last meeting

The notes from the meeting of 4th June 2018 were agreed without comment. All actions were either complete or covered in the agenda.

3. Workplan Review

The Board was invited to review the workplan update document. In respect of the new guidelines regarding Victim Personal Statements (VPSs), the chair asked what each organisation's plans were to embed the guidelines with frontline staff.

Brief update given by MOPAC on stakeholder workshops which have been held at City Hall to take steps to locally implement the APCC/MoJ's draft framework for supporting victims of major crime incidents

Lastly, the chair gave an update on the rape case review.

4. Update on the Review of Compliance with the Victims' Code and Provision of Support Services for Victims

MOPAC provided an update the VCoP review. The project team is nearing the completion of the second phase of this review capturing victim insight via telephone surveys.

5. Survey of satisfaction across the Criminal Justice Service

There was discussion about how the existing User Satisfaction Survey could be adapted to capture the victims' experience across the criminal justice service/journey and the risks associated with this. It was agreed a task and finish group with interested members will be set up to take forward this work.

6. The Victims Strategy

The chair discussed the broad timeframes she was aware of in respect of implementing the Victims Strategy. The board also discussed the limitations of the strategy such as the victim surcharge and the separate but linked issue of compliance with compensation orders.

7. Victims' Portal

MOPAC updated the board on the victims' portal currently being developed. The board discussed that some victims don't have computers or are illiterate and that their needs should not be overlooked. It was explained that this won't be the sole channel for information on victim services in London and alternative inclusive means of accessing advice will be developed.

8. Integrated Victims and Witness Service

Representatives from the providers of victim services left the room to avoid the perception of any conflict of interest.

MOPAC updated the board on progress with developing the new integrated victims and witness service (due to launch in 2019) including the proposed service model, bidding timeframes, and implications. The group discussed the model and provided feedback.

Next meeting 14:00-16:00 on Monday 10 December