

APPENDIX 2

Duty of Care: Improving support for victims of crime – response to recommendations

MOPAC and the MPS have responded to the Police and Crime Committee’s report “Duty of Care” into improving support for victims of crime. The table below provides a summary of the impact of each of the recommendations and the extent to which they have been accepted by MOPAC and the MPS using RAG (red, amber or green) status. RAG status provides a performance judgment: in this instance, red means the recommendation has not been accepted; amber means there has been some progress against the recommendation; and green means the recommendation has been implemented or substantively accepted.

Recommendation	Response
<p>1. The MPS should involve specialist support organisations for victims in the design and delivery of a new face to face training programme for frontline officers on victim care. This new training programme must ensure officers have the tools they need to identify and meet victims’ individual needs, and must address officers’ preconceptions of certain groups of victims. The new programme should also be developed in line with good practice in victim care training from within the MPS.</p>	<p><i>“As a result of the PCC report, the MPS has begun to design a Total Victim Care training package for all Borough and Neighbourhood officers....The ambition is for the training to be delivered face to face by professional police training staff. It will comprise one day’s mandatory training each year for every neighbourhood and Borough police officer. By 2015, this will comprise approximately 19,000 officers.”</i></p> <p>Victim Support will quality assure the methodology and training material. The training course will be based on feedback from victims of crime, and will aim to improve officers’ communications, response and ability to recognise vulnerabilities. The training package will be rolled out in the 2nd half of 2013/14.</p>
<p>2. Through its Joint Estate Review, the MPS and MOPAC must maintain a sufficient network of appropriate public access sites across the capital with the facilities needed (such as private rooms and language support services) to enable any Londoner to report a crime directly to the police.</p>	<p>The final Estate Strategy includes 73 front counters, 33 of which will be open 24 hours. All these will be able to provide privacy and language support services. All front counter staff are undertaking additional face to face training to become Public Access Officers, and this training will include Total Victim Care and customer service. Not all contact points have appropriate facilities such as private rooms and the potential to provide language support services.</p>
<p>3. The MPS should work with organisations that support victims to improve the quality of information provided to victims after they report a crime. In particular, the MPS must ensure follow-up communications are delivered in a sensitive way, and in formats that meet victims’ individual needs. This work should be</p>	<p>The MPS IT system now requires officers to input victims’ preferred method of contact, and reminds them when to update victims. In April 2013, the restructure of Witness Care Units into 5 units covering areas of London will be complete. As part of the restructure, enhanced victim care and contact is being introduced, such as enabling witnesses to choose a preferred method of contact. Quality Call</p>

<p>undertaken over the next six months.</p>	<p>Backs (survey of witnesses) will be used to assess and improve the Witness Care Units' Service. However, specialist support organisations are not being involved in MPS work to improve communications with victims</p>
<p>4. The MPS should work with Victim Support to resolve the issues of poor quality victim data being sent to Victim Support, and of problems Victim Support staff face in rectifying inaccuracies quickly. The MPS should complete this recommendation by April 2013.</p>	<p>The MPS have increased the amount of victim contact information provided to Victim Support, including the victim's email contact details and preferred method of contact.</p> <p>The MPS and Victim Support have worked together to develop a solution for resolving data inaccuracies more promptly: from June 2013, Victim Support will contact the MPS's central Crime Recording Bureau (CRIB) to rectify any data inaccuracies, rather than Boroughs' Crime Management Units (CMUs). The CRIB has longer opening hours than CMUs, and staff have access to all crime reports across the MPS. The new system should make it quicker and easier for Victim Support to get accurate and complete information. After six months the new system will be evaluated, <i>"and if further action is required to fulfil the PCC recommendation, then alternative solutions will be explored."</i></p>
<p>5. The London Criminal Justice Partnership should set up a task group to transform victims' journeys through the criminal justice system. This task group should involve organisations that support victims in the development of their plans, and should focus on providing victims with a seamless, efficient and high quality service that meets victims' individual needs. This group should be set up within the next six months.</p>	<p>No response received to date from LCJP</p>
<p>6. MOPAC should develop priorities and guidelines that explain how it will commission victim care services, and judge funding bids. The priorities and guidelines should be in line with victims' needs and reflect support organisations' concerns about current commissioning processes, including the drawbacks of short-term funding. The guidelines and funding priorities should be published at least three months before organisations are invited to bid for funding.</p>	<p><i>"MOPAC is involved with other PCCs and the Ministry of Justice to develop a commissioning framework for victims' services. These arrangements will be in place in time to give relevant organisations due notice before bidding for funding."</i></p> <p>MOPAC's response does not clarify how the commissioning framework will ensure victims' needs are addressed or reflect support organisations' concerns about the commissioning process.</p>

<p>7. MOPAC should work with partner agencies to establish the extent to which IDVA and ISVA provision meets demand across London. MOPAC should complete this work by December 2013. If demand outstrips supply, MOPAC should then work with partners to increase provision</p>	<p>No specific response given, although MOPAC response confirms that there will be a full review of victims' services across London.</p>
<p>8. MOPAC should assess the potential for the IDVA support model to be introduced for other types of victims, such as victims with learning disabilities, and consider including this model as a funding priority for its new commissioning role. MOPAC should complete this assessment by December 2013.</p>	<p>IDVAs are trained around particular crime types, which would not be the case for victims with learning disabilities</p>
<p>9. MOPAC should set challenging annual targets for the MPS towards its aim to achieve the highest national rating for victim satisfaction by 2016. These targets should be included in the Police and Crime Plan.</p>	<p><i>"I will not set additional targets for the MPS. I fully support their aim to achieve the highest national rating for victim satisfaction by 2016, but the focus of the Police and Crime Plan is on public confidence more generally. This can be achieved partly through improved victim satisfaction and I have every confidence that our work with the MPS will show where improvements need to be made."</i> MOPAC response</p>
<p>10. MOPAC should assess performance against these targets by using a balanced evidence base that includes the views of a wide range of victims. MOPAC should publish performance data on victim satisfaction and report it to the Committee on a quarterly basis, commencing in April 2013</p>	<p>See recommendation 9</p>