



ORIGINATOR: CHIEF CONSTABLE

PAPER NO: APP22/42

SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL – 16 SEPTEMBER 2022

SUBJECT: SUPPORTING VULNERABLE VICTIMS

SUMMARY:

1. This report will bring together the Constabulary's approach to supporting vulnerable victims alongside its compliance with the Victims Code. It will provide a holistic overview of both demand and activity and where appropriate will provide statistical information to support the narrative.

RECOMMENDATION:

1. The Police and Crime Commissioner is asked to consider the contents of this report.

1. INTRODUCTION

- 1.1 The response to victims and witnesses remains a priority area for Suffolk Constabulary and is of significant importance currently, owing to the ongoing and residual impacts of the Covid pandemic. Victims are still having to wait some months before finalisation of court cases, notably in relation to Crown Court trials and this is a key issue being actively monitored and challenged by the Local Criminal Justice Board chair through direct contact with HM Courts & Tribunals Service (HMCTS). Victim engagement in the criminal justice process and timely justice is at risk if these delays are not addressed.
- 1.2 The Constabulary response to victims is managed through a variety of mechanisms and departments within the Constabulary. The offer to universal victims is managed through the Supporting Victims subgroup, chaired by the Head of the Justice Services Command. This subgroup has responsibility for ensuring compliance with the Victims Code of Practice and working with the Office of the Police and Crime Commissioner to ensure services are available to support these victims.
- 1.3 Additional work for specific categories of crime is managed through the Crime, Safeguarding and Investigation Management Command. This command deals more specifically with victims of Domestic Abuse, Hate Crime, Modern Day Slavery, Human Trafficking, Rape and Serious Sexual Offences and works in partnership with several agencies to resource the Multi Agency Safeguarding Hub.
- 1.4 This report will aim to provide an overview of the holistic service provided to all victims.
- 1.5 Data for inclusion in this report is currently under development and is likely to change as the report develops. In all instances, data will reflect the most recent period possible.

2. SUPPORTING VICTIMS SUBGROUP

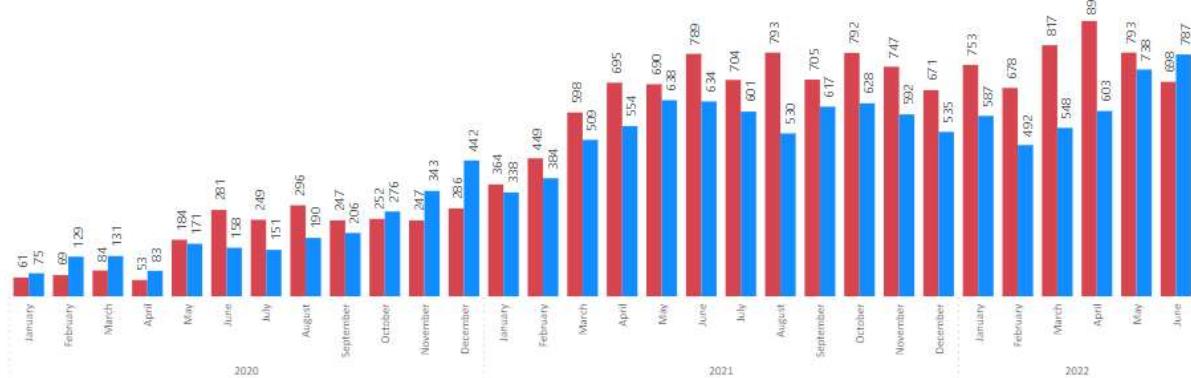
- 2.1 The Supporting Victims Subgroup continues to meet on a regular basis. The group is made up of a number of representatives from various departments and includes colleagues from the Office of the Police and Crime Commissioner for Suffolk.
- 2.2 The subgroup has now designed and embedded a strategy which is presented as a plan on a page to direct activity. This approach also affords the group the opportunity to record actions and achievements and to ensure direct read across to any reports emanating from Inspecting bodies at both a local and national level. **A copy of this strategy has been included at Appendix A.**
- 2.3 The Chair of the Supporting Victims Subgroup also co-chairs the Local Criminal Justice Board (LCJB) Victim and Witness Subgroup, thereby facilitating wider engagement in the agenda and ensuring the work of the Constabulary aligns to work also ongoing by other Criminal Justice partners. This affords excellent opportunities to further enhance services available to victims and an increased understanding of how the Constabulary can work together with other service providers to ensure victims are supported.

3. VICTIM CODE OF PRACTICE (VCOP) COMPLIANCE

- 3.1 The Code of Practice for Victims of Crime places statutory responsibilities on Criminal Justice agencies, several of which fall to the police. These include completing a needs assessment to highlight any support needs; inviting the victim to make a Victim Personal Statement; providing information about what to expect from the criminal justice process; referring the victim to appropriate support services; getting explicit consent from victims before passing

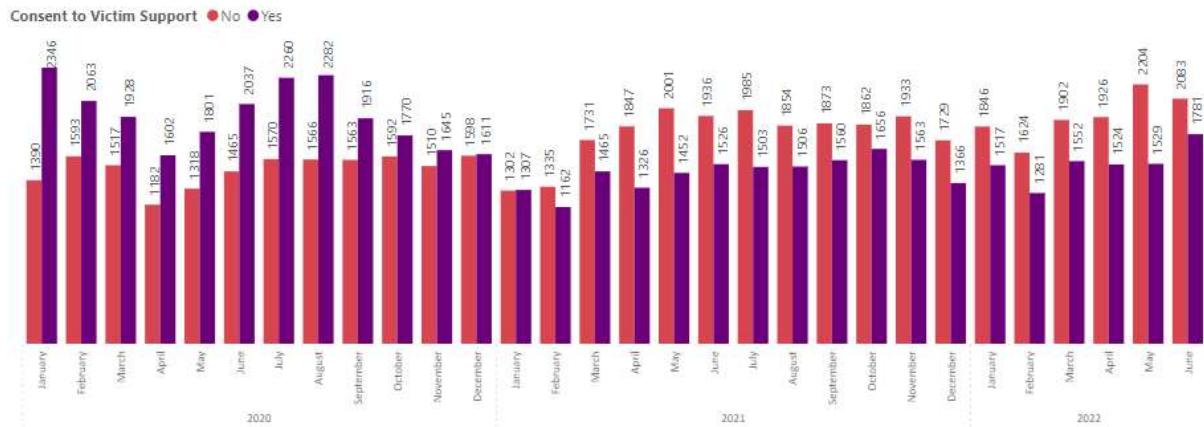
details of any support services; providing information regarding Restorative Justice; to advise how to make a complaint if a victim feels any entitlements have not been received; provide information about the police investigation, such as to whether the suspect has been charged or bailed and whether the suspect is going to be prosecuted or not, or if the crime is going to be dealt with outside of court proceedings. The list is not exhaustive and will be based on individual needs of the victim.

- 3.2 Data on all victims' rights is collated into a performance pack which is reviewed at every Supporting Victims Subgroup meeting. This information has been obtained from monthly Inspectors' audits until very recently when a new VCOP dashboard was introduced. This dashboard secures data automatically from the Constabulary Crime and Intelligence system, Athena.
- 3.3 It is well understood by the Constabulary that information on Athena is not always up to date and accurate owing to data quality issues. On occasion non-mandatory fields on Athena are not completed, resulting in inaccurate data being extracted. To combat this, specific training material is being developed for dissemination across the organisation and to raise awareness of the fields required. Once this is rolled out it is anticipated that data quality will become more accurate, and an improved overview of compliance will be able to be formed.
- 3.4 The monthly audits completed by Inspectors continue and data on these will be added to the VCOP dashboard information to provide a more holistic understanding of compliance. It should be noted that Suffolk Constabulary is in a strong position nationally in relation to compliance with the Code with a significant number of other forces still unable to provide data on compliance to any level.
- 3.5 Following the introduction of this dashboard the Supporting Victims Subgroup have identified four areas of priority with a view to improving compliance in these areas specifically. These are the requirement to offer a Victim Personal Statement (VPS), undertake a needs assessment, to secure consent to refer to Norfolk and Suffolk Victim Care (NSVC) for support and to provide written acknowledgements to victims that their crimes have been recorded.
- 3.6 **Victim Personal Statements** enable a victim to provide their feelings to a court on the impact the offence has had on them. They can be taken at various times during the length of an investigation and more than one may be taken in some cases. Whilst the Police cannot control when these statements are read out in court, the Constabulary do work with colleagues in the Crown Prosecution Service (CPS), to ensure that where taken, best use is made of the information provided by victims and witnesses.
- 3.7 Suffolk Constabulary are improving the number of times they offer the opportunity to a victim to make a Victim Personal Statement as can be shown in the below table. This improvement is a result of ongoing awareness raising across the organisation. As can be seen from the table below compliance has been increasing and continues to do so.



3.8 Work has also been progressed relating to **referrals to support services**. Victims who provide consent should be referred to support services within 2 days of their crime being recorded. Locally, the Office of the Police and Crime Commissioner commissions Norfolk and Suffolk Victim Care to provide this service and referrals are automatically generated from the crime system, Athena.

3.9 Whilst the below table may look as though referrals are reducing it does in fact present an improved picture in relation to data quality with previously some victims not being offered the opportunity to decline a referral when offered.



3.10 Whilst manual dip sampling on the completion of **needs assessments** for vulnerable, intimidated, persistently targeted victims and victims of serious offending would suggest compliance is already high across the Constabulary (76%), the below table shows the position with regards Athena only data which shows a different position. As mentioned previously, this is related to data quality and the recording of information on the system and will be addressed through training.

| IVN Recorded by Date | | | | |
|----------------------|-------------------------|-----------------------------|---------------------------|--|
| Year | IVN Assessment Recorded | IVN Assessment Not Recorded | % IVN Assessment Recorded | |
| 2022 | 3691 | 7818 | 32.07% | |
| April | 922 | 2689 | 25.53% | |
| May | 1267 | 2596 | 32.80% | |
| June | 1502 | 2533 | 37.22% | |
| Total | 3691 | 7818 | 32.07% | |

| IVN Recorded within 1 Week by [↑ ↓ ← → ⌂ ⌂ ⌂] | | | | |
|-----------------------------------------------|----------------------------------------------|-----------------------------------------------|------------------------------------------------|--|
| Year | IVNs taken within 1 week of Incident Created | IVNs taken over 1 week after Incident Created | % IVNs taken within 1 week of Incident Created | |
| 2022 | 987 | 608 | 61.88% | |
| Total | 987 | 608 | 61.88% | |

3.11 With regard **written acknowledgements**, the automated data again suggests a lower compliance rate than that obtained through manual audits (70%) showing again there is a need to remind officers and staff of the need to accurately update Athena when letters are sent to victims.

| Offered Letter by Date | | | |
|------------------------|-------------------------------|-----------------------------------|---------------------------------|
| Year | Offered Initial Victim Letter | Not Offered Initial Victim Letter | % Offered Initial Victim Letter |
| 2022 | 727 | 10829 | 6.29% |
| April | 226 | 3386 | 6.26% |
| May | 262 | 3638 | 6.72% |
| June | 239 | 3805 | 5.91% |
| Total | 727 | 10829 | 6.29% |

| Initial Victim Letter Provided By Date | | | |
|----------------------------------------|---------------------------------------------------------------|------------------------------------|-----------------------------------------------------------|
| Year | Provided Initial Victim Letter, but not within 5 working days | Not Provided Initial Victim Letter | % Provided with Initial Victim Letter w/in 5 working days |
| 2022 | 378 | 78 | 7.60% |
| April | 293 | 25 | 8.11% |
| May | 322 | 26 | 8.26% |
| June | 263 | 27 | 6.50% |
| Total | 378 | 78 | 7.60% |

3.12 Workload pressures remain high in the Norfolk and Suffolk Constabularies Witness Care Units, however the additional resources provided through Suffolk precept and Norfolk PCC funding has provided much needed additional support and enabled a reduction of personal caseloads for the existing team.

3.13 Much of the additional work continues to arise from last minute changes to Court listings and subsequently requiring updates being provided to victims. This is not only stressful for the victim but also for the case worker who must try and explain the reasons for any delay verbally to the victim. Prolonged long-term management of victims, especially those who have reported serious sexual offences or domestic abuse therefore remains a concern and the continued welfare of the staff within the Unit remains a priority for the Norfolk and Suffolk Constabularies Justice Services Command.

3.14 The current trajectory for the return to pre-pandemic levels in the courts was estimated as March 2025 however it is likely this will be delayed owing to the volume of trials that remain outstanding. As such HMCTS colleagues have been asked to review these estimations so consideration can be made as to the resourcing requirements within the Witness Care Unit locally as it is likely current numbers will need to remain in place until significant improvements have been made to these outstanding trial volumes.

4. SECTION 28

- 4.1 The Supporting Victims Subgroup will now be leading the work in Suffolk Constabulary to implement the expansion to Section 28, Youth Justice and Criminal Evidence Act 1999.
- 4.2 Section 28 allows vulnerable or intimidated witnesses (who have had their evidence recorded through provision of a recorded interview) to record on video their cross examination before the trial. From early September 2022, access to this Special Measure will be extended to include all victims of modern-day slavery and sexual offending.
- 4.3 Through the auspices of the Supporting Victims Subgroup and the File Quality and Disclosure Board, an awareness raising package is being developed to remind officers of all available Special Measures. This material will also include reference to Section 28 and will ensure officers discuss opportunities with victims at the earliest opportunity.
- 4.4 It is likely that the expansion of the access to this special measure will increase workload for the Constabulary, and will necessitate a review of the existing number of officers and staff who are trained to obtain Achieving Best Evidence (ABE) interviews. There are also concerns across the wider Criminal Justice partnership as to the impact on already challenged court space which remains a concern.

5. VIOLENCE AGAINST WOMEN AND GIRLS

- 5.1 The Constabulary continues to work with partners to implement a 3-year strategy (2022-2025) to tackle Violence Against Women and Girls (VAWG).
- 5.2 The County's Violence Against Women & Girls Steering Group is responsible for co-ordinating actions to achieve its 3-year plan. Membership includes strategic managers from Adult and Children Safeguarding, Community Safety & Public Health, Police, Office of the Police & Crime Commissioner, Probation, Health, Voluntary & Community Sector.
- 5.3 The VAWG steering group works closely with the Suffolk Violence and Abuse Partnership (SVAP). The SVAP is an information sharing network established to strengthen collaboration and encourage innovation across the Suffolk system. Membership includes 180 plus stakeholders with a personal or organisational interest in Violence Against Women and Girls, including, victim/survivors, voluntary and community sector providers, academics, the military, volunteers, by and for services and elected members.
- 5.4 The SVAP has nominated two representatives to sit on the VAWG steering group, to ensure greater victim stakeholder representation and accountability for service delivery at a strategic level.
- 5.5 Internal governance of VAWG within the constabulary is achieved through a number of operational delivery boards, in particular Domestic Abuse, Serious Sexual Offences and Serious Violence working groups. A Chief Officer lead (Assistant Chief Constable) is supported by Detective Chief Superintendent as strategic lead and identified tactical leads at Superintendent rank.
- 5.6 Supporting victims is one of four overarching strategic aims of the County's VAWG strategy and there are a number of identified actions which are either police led or police supported to achieve this aim. These actions are recorded in a joint action plan managed by the VAWG steering group. Key actions identified to support victims include: -

5.7 Activity to proactively work with marginalised communities, to ensure confidence in reporting concerns or crimes and to provide consistency in both support and service. This includes a requirement to continue to grow and develop hidden groups networks to deliver targeted projects to ensure everyone can access services in Suffolk easily and safely.

5.8 Implement a communication strategy to raise awareness of VAWG, reporting options and how to access support services. This strategy will ensure we continue to actively promote the White Ribbon campaign Suffolk, Sexual Violence and Abuse Awareness Week (November) and the national '#Enough' campaign (February). A key aim of the communication strategy is to ensure effective delivery of messages which promote confidence and satisfaction in our services. A communications officer has been appointed to support the effective delivery of communications.

5.9 Build on victims/survivor engagement using existing and new forums. This includes a number of engagements, surveys, and use of feedback from police scrutiny panels which have been established for both Rape and Serious Sexual & Domestic Abuse offences.

5.10 Adopt a trauma-aware approach at all levels, to better support victims through the criminal justice process, and focus on evidence-led prosecutions where appropriate.

5.11 The constabulary continues to engage with the NPCC - VAWG taskforce to provide quarterly reports on progress relevant to the national VAWG action plan. In September 2022, all forces will be required to have completed individual VAWG problem profiles and comply with performance framework data returns.

| Supporting vulnerable victims | Last 12M | Previous 12M | Diff against Previous 12m | Long-term average | Diff against long-term average |
|---------------------------------------------------------|----------|----------------------------------|---------------------------|--------------------|--------------------------------|
| Domestic Abuse | | | | | |
| Crime | | | | | |
| <i>Crime volume</i> | 9354 | 9343 | ↑0.1% | 9050 | ↑3.4% |
| <i>Proportion of all crime which is Domestic Abuse</i> | 18.0% | No comparison- strategic measure | | | |
| <i>Solved number</i> | 1071 | 1014 | ↑5.6% | 1134 | ↓5.6% |
| <i>Solved rate</i> | 11.4% | 10.9% | ↑0.6pp | 12.5% | ↓1.1pp |
| <i>Charged number</i> | 869 | 751 | ↑15.7% | 852 | ↑2.0% |
| <i>Charged rate</i> | 9.3% | 8.0% | ↑1.3pp | 9.4% | ↓0.1pp |
| <i>Domestic Abuse related violence</i> | 7528 | 7608 | ↓1.1% | 7223 | ↑4.2% |
| <i>Domestic Abuse related stalking and harassment</i> | 2474 | 2486 | ↓0.5% | 2304 | ↑7.4% |
| <i>Crimes with High Risk Assessment</i> | 1125 | 1254 | ↓10.3% | 1361 | ↓17.4% |
| <i>Crimes with Medium Risk Assessment</i> | 2812 | 2634 | ↑6.8% | 2391 | ↑17.6% |
| <i>Crimes with Standard Risk Assessment</i> | 1825 | 1807 | ↑1.0% | 2044 | ↓10.7% |
| Incidents | | | | | |
| <i>Incidents with High Risk Assessment</i> | 61 | 94 | ↓35.1% | 109 | ↓44.0% |
| <i>Incidents with Medium Risk Assessment</i> | 1366 | 1214 | ↑12.5% | 1016 | ↑34.4% |
| <i>Incidents with Standard Risk Assessment</i> | 2838 | 2443 | ↑16.2% | 2513 | ↑12.9% |
| Victims | | | | | |
| <i>Number of victims</i> | 6314 | 6300 | ↑0.2% | 5293 | ↑19.3% |
| <i>Victims per population</i> | 8 | No comparison- strategic measure | | | |
| <i>Proportion of victims who are repeat DA victims</i> | 25.9% | No comparison- strategic measure | | | |
| <i>Victim not ready to support</i> | 47.8% | 45.5% | ↑2.3pp | 48.8% | ↓1.0pp |
| <i>Victim Support Referrals</i> | 4511 | No comparison- strategic measure | | | |
| <i>Victim Personal Statements offered</i> | 999 | No comparison- strategic measure | | | |
| <i>Victims linked to Adult Protection Investigation</i> | 229 | 227 | ↑0.9% | 224 | ↑2.2% |
| Offender management | | | | | |
| <i>Domestic abuse arrest rate</i> | 31.1% | 30.0% | ↑1.1pp | 30.6 | ↑0.5pp |
| <i>Domestic Violence Disclosures (Clare's Law)</i> | 773 | 617 | ↑25.3% | 587 | ↑31.7% |
| <i>DVPOs</i> | 56 | 31 | ↑80.6% | Data not available | |
| <i>DVPNs</i> | 60 | 29 | ↑106.9% | Data not available | |
| Satisfaction | | | | | |
| <i>Overall Satisfaction</i> | 92.9% | 92.2% | ↑0.7pp | Data not available | |

Data up to end of June 2022

| Supporting vulnerable victims | Last 12M | Previous 12M | Diff against Previous 12m | Long-term average | Diff against long-term average |
|--------------------------------|----------|--------------|---------------------------|-------------------|--------------------------------|
| Stalking and Harassment | | | | | |
| Stalking | | | | | |
| <i>Crime volume</i> | 1102 | 984 | ↑12.0% | | |
| <i>Solved rate</i> | 13.2% | 12.3% | ↑0.9pp | | |
| <i>Solved number</i> | 145 | 121 | ↑19.8% | | |
| Harassment | | | | | |
| <i>Crime volume</i> | 2525 | 2479 | ↑1.9% | | |
| <i>Solved rate</i> | 9.1% | 9.6% | ↓0.5p.p | | |
| <i>Solved number</i> | 230 | 237 | ↓3.0% | | |

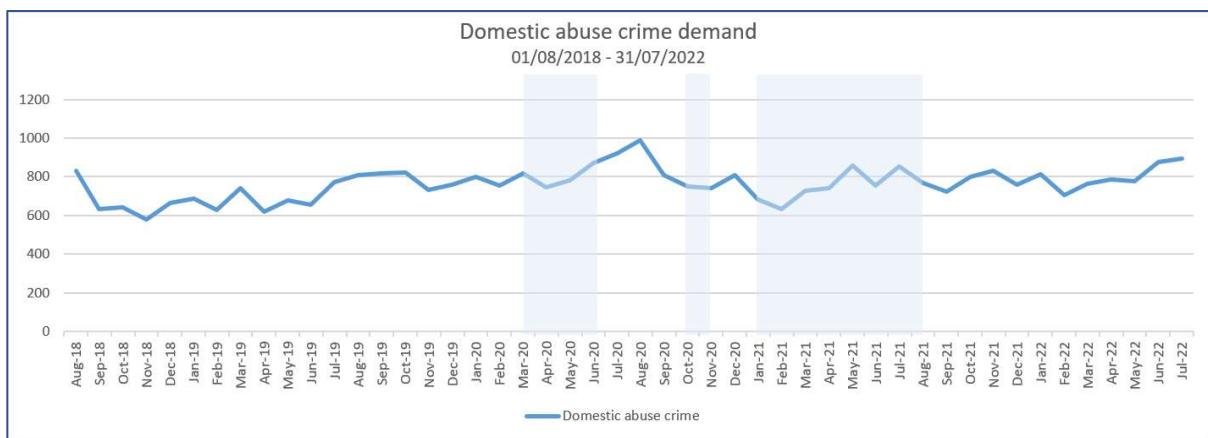
Data up to end of June 2022 (blank fields denote data under development)

6. DOMESTIC ABUSE

Crimes Recorded

6.1 The below chart displays Domestic abuse (DA) crimes recorded over the last four years, overlaid with periods of social restrictions related to Covid-19. The data specifically relates to the number of crimes recorded and should not be taken as an indicator of the number of victims who have reported DA during the last 12 months. Many victims when reporting abuse will also report previous incidents and more than one type of abuse, for example in many cases police will receive a report of physical abuse but risk assessment and investigation will highlight other offences such as Coercive and Controlling Behaviour.

6.2 There has been a slight upward trend in DA crimes recorded in Suffolk since 2018. Monthly volumes peaked in summer 2020, though the volume of DA in the last 12 months (August 2021 – July 2022) has remained quite stable with only a very slight increase of 0.9% compared to the previous 12 months (August 2020 – July 2021). There has been a 2.6% increase in the last 12 months compared to the long-term average. The increase over the last few months follows the seasonal trend of higher volumes of DA reported in summer months.



Victims

6.3 In the last 12 months, 25.8% of victims have been repeat victims (more than one offence reported in a 12-month period). While demand and the total number of victims has increased slightly in the last 12 months, the percentage of repeat victims has decreased slightly compared to the previous 12 months (26.4%).

6.4 The highest demand is within Lowestoft and there is a higher rate of repeat victims in Lowestoft than any other Local Policing Command (LPC). The largest increase in demand between the last 12 months and the previous 12 months occurred in Mildenhall, though this does not appear to be driven by repeat victims.

6.5 All high-risk DA incidents have to be subject of a Detective Sergeant review within 24 hours. Unless exceptional reasons apply high risk DA cases have to be investigated by officers or staff who are Detectives or Detective equivalents.

| LPC | Total victims (not unique) | | Repeat victims? | |
|---------------------------------------|-------------------------------|-----------------------|-------------------|-----------------------|
| | Last 12 months | Previous 12 months | Last 12 months | Previous 12 months |
| Lowestoft | 1092 | 1086 | 27.6% | 23.7% |
| Ipswich East, Felixstowe & Woodbridge | 1120 | 1059 | 21.8% | 20.5% |
| Ipswich West & Hadleigh | 1036 | 1098 | 20.8% | 20.9% |
| Sudbury | 813 | 804 | 23.5% | 26.1% |
| Mildenhall | 648 | 562 | 23.8% | 23.5% |
| Bury St Edmunds | 510 | 560 | 22.5% | 23.4% |
| Stowmarket | 477 | 514 | 20.1% | 19.8% |
| Ipswich Central | 424 | 414 | 23.3% | 20.3% |
| Halesworth | 414 | 400 | 23.4% | 24.3% |
| Suffolk total | 6389 | 6326 | 25.8% | 26.4% |

Use of Ancillary Orders

6.6 In November 2021, the Constabulary launched a 3-year continuous improvement plan (2021-2024) to enhance the response to domestic abuse crime. A key part of this continuous improvement plan is to develop a culture focused on prevention and protection, including improved awareness and use of preventative powers. Delivery of this plan is overseen by the head of crime reporting to a Chief Officer Lead (Assistant Chief Constable lead for local policing).

6.7 A Detective Chief Inspector (DCI) has been appointed to lead the Constabulary's operational use of ancillary orders and protective measures. This DCI also forms part of a newly created joint Norfolk and Suffolk Civil Orders Working Group which also feeds into the Managing Offenders Subgroup.

6.8 As part of the Civil Orders Working Group, monthly meetings are held to monitor progress in relation to Domestic Violence Prevention Notices (DVPN), Domestic Violence Prevention Order (DVPO), stalking protection orders and other protective measures to ensure best practise is shared.

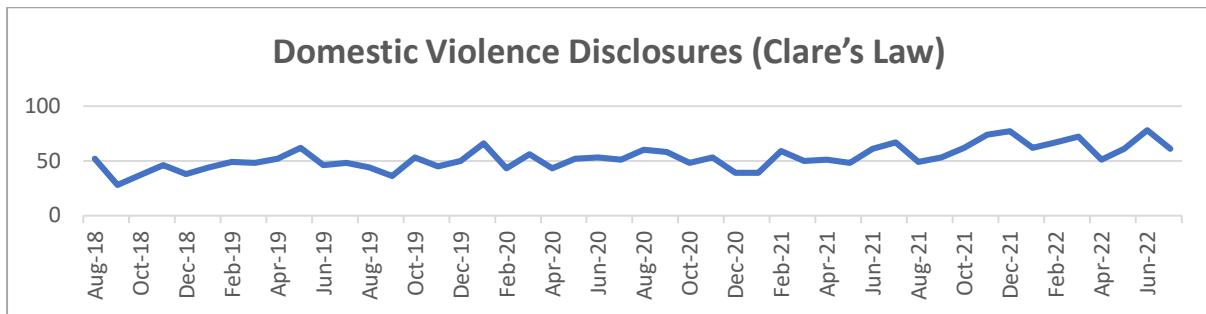
6.9 In late 2021, Suffolk County Council Legal Services delivered presentations on DVPN, DVPOs and stalking protection orders to key operational staff, including Multi Agency Risk Assessment Conference (MARAC) Chairs from other agencies. In January and February of 2022, the Constabulary's Detective Superintendent lead for investigation improvement delivered training sessions to all sergeants and inspectors on investigative standards requirements, including requirement to improve use of ancillary orders.

Domestic Violence Disclosures (DVD) - (Clare's Law)

6.10 The scheme allows the public to request information from the police if they believe their partner may be a danger towards them (the right to ask). It also allows police to proactively

make a disclosure to a victim (the right to know) any of the information they may have become aware about where the perpetrator has a new partner and a past history of domestic violence and violent acts.

6.11 There has been a slight upward trend in the volume of DVDs recorded in Suffolk since August 2018.



Op Encompass

6.12 In the last 12 months ending July 2022 over 6,000 Op Encompass reports were shared with education settings, enabling schools to offer additional pastoral support to child victims of domestic abuse.

| Month | Op Encompass reports |
|--------|----------------------|
| Aug-21 | 482 |
| Sep-21 | 481 |
| Oct-21 | 467 |
| Nov-21 | 520 |
| Dec-21 | 529 |
| Jan-22 | 486 |
| Feb-22 | 460 |
| Mar-22 | 479 |
| Apr-22 | 513 |
| May-22 | 525 |
| Jun-22 | 580 |
| Jul-22 | 589 |

7. RAPE AND SERIOUS SEXUAL OFFENCES

7.1 The Eastern Region Rape and Serious Sexual Offences (RASSO) Strategic Governance and Operational boards are both working to a Regional Action Plan. This plan was created in response to the National RASSO Action Plan.

7.2 The Strategic Governance Board meets monthly, and the agenda includes a data pack where all key areas of performance are reported. This assures there is focus on timeliness, quality, and quantity.

7.3 In July 2021, two reports were received:

1. Criminal Justice Joint Inspection – A joint thematic inspection of the police and Crown Prosecution Service's response to rape

2. HMICFRS – Evaluation of Rape Survivors’ Experience of the Police & other Criminal Justice Agencies

7.4 There are 13 recommendations within the Criminal Justice report. Those recommendations relevant to the Police have been adopted into the Suffolk Serious Sexual Offences Delivery Plan and progress is monitored there.

7.5 In December 2020, the Attorney General issued new guidelines in relation to Disclosure. In essence, the requirement for full disclosure has been moved to the beginning of an investigation at the pre-charge stage. This requirement has seen a significant change in process and therefore impacts on the capacity of detective assets across the Constabulary. The new process is still embedding but has proved challenging when investigating these complex crimes.

7.6 The performance position remains stable, in line with our regional counterparts and slightly above the national average.

| Supporting vulnerable victims | Last 12M | Previous 12M | Diff against Previous 12m | Long-term average | Diff against long-term average |
|--------------------------------------------|----------|--------------|---------------------------|-------------------|--------------------------------|
| RASSO | | | | | |
| <i>Crime volume</i> | 2300 | 1925 | ↑19.5% | 1987 | ↑15.8% |
| <i>Solved rate</i> | 5.5% | 5.4% | ↑0.1pp | 5.5% | No change |
| <i>Solved number</i> | 126 | 103 | ↑22.3% | 109 | ↑15.6% |
| <i>Charged rate</i> | 4.9% | 4.9% | No change | 4.5% | ↑0.4pp |
| <i>Charged number</i> | 112 | 94 | ↑19.1% | 89 | ↑25.8% |
| <i>Investigation not possible</i> | 2.9% | 4.0% | ↓1.1pp | 3.9% | ↓1.0pp |
| <i>Victim not ready to support</i> | 46.3% | 45.9% | ↑0.4pp | 48.3% | ↓2.0pp |
| <i>Evidential difficulties</i> | 54.5% | 61.0% | ↓6.5pp | 63.4% | ↓8.9pp |
| <i>Under investigation</i> | 23.1% | 5.3% | ↑17.8pp | 2.5% | ↑20.6pp |
| <i>Non recent</i> | 25.1% | 29.1% | ↓4.0pp | 26.9% | ↓1.8pp |
| <i>SARC attendance - Under 21 years</i> | 75 | 44 | ↑70.5% | | |
| <i>SARC attendance - 21 years and over</i> | 104 | 66 | ↑57.6% | | |

Data up to end of June 2022 (blank fields denote data under development)

| Supporting vulnerable victims | Last 12M | Previous 12M | Diff against Previous 12m | Long-term average | Diff against long-term average |
|------------------------------------|----------|--------------|----------------------------------|-------------------|--------------------------------|
| Child Sexual Abuse | | | | | |
| <i>Crime volume</i> | 1165 | 1421 | ↓18.0% | 1322 | ↓11.9% |
| <i>Solved rate</i> | 9.6% | 9.3% | ↑0.3pp | 9.2% | ↑0.4pp |
| <i>Solved number</i> | 112 | 132 | ↓15.2% | 121 | ↓7.4% |
| <i>Charged rate</i> | 8.5% | 8.4% | ↑0.1pp | 7.7% | ↑0.8pp |
| <i>Charged number</i> | 99 | 120 | ↓17.5% | 102 | ↓2.9% |
| <i>Victim not ready to support</i> | 34.8% | 29.4% | ↑5.4pp | 33.9% | ↑0.9pp |
| <i>Investigation not possible</i> | 2.7% | 3.0% | ↓0.3pp | 3.7% | ↓1.0pp |
| <i>Non recent CSA</i> | 26.2% | | No comparison- strategic measure | | |

Data up to end of June 2022

7.7 The Constabulary continues to encourage victim engagement working with the Independent Sexual Violence Advisor (ISVA) service and providing bespoke information leaflets to victims at the time of reporting to ensure they are able to make informed choices.

7.8 In May 2021, Avon and Somerset Police hosted a launch event for their Project BLUESTONE. This was a project aimed at transformational change in the investigation of Rape and Serious Sexual Offences. The project was subsequently rolled out to a small number of other forces under the banner of Op SOTERIA. In Suffolk, we have taken the learning from this project and incorporated relevant actions within our SSO Delivery Plan. In 2022, Suffolk applied to be

incorporated into the SOTERIA project but were unsuccessful. We continue to monitor Op SOTERIA output and incorporate best practice wherever possible.

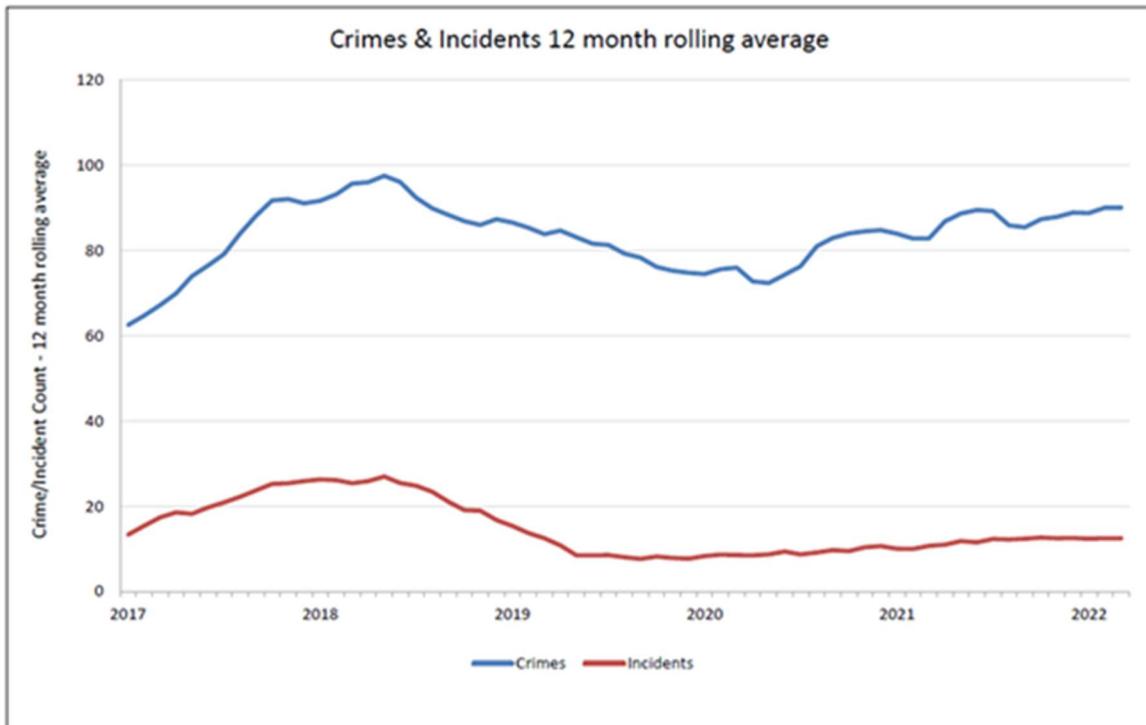
8. USE OF PROTECTIVE POWERS

- 8.1 To ensure we are maximising opportunities to take steps to safeguard victims, a force lead for preventative powers has been appointed. Their use is also monitored and scrutinised in the Managing Offenders subgroup, chaired by the Head of the Justice Services Command.
- 8.2 Data on the use of these powers is included in the Managing Offenders data pack which is produced monthly.
- 8.3 As with VCOP compliance, work is underway to ensure the accuracy of the data provided and this is in the early stages of review. All orders should be recorded on Athena and this information is extracted automatically to provide an overview of the number of orders applied for. To improve the accuracy of recording increased messaging has been shared across the county to ensure officers and staff are aware of the required fields on Athena that need completion.
- 8.4 By way of an update, the below figures are taken from the most recent Managing Offenders data pack relating to the use of civil / preventative orders. It is anticipated that numbers are higher, but this gives an indication of the work being done in this area.

| Order | Jan 22 | Feb 22 | Mar 22 | Apr 22 | May 22 |
|---------------------------------------------|--------|--------|--------|--------|--------|
| Child Abduction Warning Notice (CAWN) | 0 | 3 | 1 | 0 | 0 |
| Sexual Harm Prevention Order | 10 | 11 | 10 | 2 | 7 |
| Sexual Risk Order | 0 | 0 | 0 | 0 | 0 |
| Stalking Protection Order | 1 | 4 | 0 | 1 | 0 |
| Domestic Violence Prevention Notices (DVPN) | 6 | 8 | 4 | 4 | 6 |
| Domestic Violence Prevention Order (DVPO) | 2 | 6 | 3 | 4 | 2 |

9. HATE CRIME

- 9.1 Quarterly data is now produced in relation to Hate Crime. The provision of this data ensures that vulnerable victims are identified, referrals into relevant support agencies made and that targeted preventative action ensues.



Hate crimes and Incidents in Suffolk (rolling 12m average) up to the end of Q4 2021/22.

- 9.2 A Hate Crime Officer continues to review all hate crimes across the county to ensure appropriate victim care has been offered and to provide additional advice and support. They work closely with the Diverse communities coordinator and Modern Slavery and Vulnerable Communities Advisors to ensure that the appropriate support, early intervention and referrals are made.
- 9.3 The Constabulary utilises local and national charities and organisations to ensure that each victim's needs are met, this is achieved by utilising contacts that have been built up by the Diverse Community Coordinator and a list of third sector charities compiled by local officers.
- 9.4 Hate Crime Scrutiny Panels continue to take place on a quarterly, these are looking and investigating to ensure that all investigative opportunities have been considered and explored and to ensure that appropriate support has been offered to victims. Five investigations from each area are selected at random for scrutiny, the chair of the meeting is a locality Inspector who ensures that feedback is given to the investigating officer and their supervisor and where trends are identified learning is shared across the organisation. At each meeting Norfolk and Suffolk Victim Care are represented to understand and inform the victim's perspective of hate crime to improve and enhance the service provided.

10. MODERN SLAVERY AND HUMAN TRAFFICKING (MHST)

- 10.1 In respect of Modern Slavery & Human Trafficking (MSHT) victims, Suffolk now has 10 Victim Liaison Officers (VLOs) trained to provide enhanced support when victims are first encountered. It is intended to organise further training to increase this number to 16 overall. A victim book is worked through to ensure vulnerabilities are identified. This book is not only available to VLOs, but for all staff to utilise when in contact with MSHT victims.
- 10.2 To further support the correct approach to victims, Modern Slavery and Vulnerable Community Advisors are available to provide support to frontline staff. They work closely with partners to ensure access is facilitated to provide support to victims. MSHT Champions across

the force have received training to provide support for colleagues when dealing with MSHT victims.

10.3 Operational staff across Suffolk Police have been signposted to briefings and training about the National Referral Mechanism (NRM) process for victims of MSHT. If an NRM is deemed as being “reasonable grounds that they are a victim of MSHT” they will receive support through that process. The number of referrals in Suffolk has increased annually in line with the national trend. This is positive in terms of supporting victims as Suffolk Police are recognising victims, and those victims are receiving an enhanced service via the NRM process. The process for supporting victims is tested through internal audits, investigation reviews, and MSHT Network meetings with partners.

| Supporting vulnerable victims | Last 12M | Previous 12M | Diff against Previous 12m | Long-term average | Diff against long-term average |
|-------------------------------|----------|--------------|---------------------------|--------------------|--------------------------------|
| Modern Slavery | | | | | |
| Crime | | | | | |
| <i>Crime volume</i> | 118 | 94 | ↑25.5% | 72 | ↑63.9% |
| <i>Solved rate</i> | 2.5% | 1.1% | ↑1.4pp | 0.5 | ↑2.0pp |
| <i>Solved number</i> | 3 | 1 | ↑200.0% | 0.3 | ↑900.0% |
| <i>Charged rate</i> | 2.5% | 1.1% | ↑1.4pp | 0.5 | ↑2.0pp |
| <i>Charged number</i> | 3 | 1 | ↑200.0% | 0.3 | ↑900.0% |
| <i>NRMs</i> | 167 | 132 | ↑26.5% | Data not available | |

Data up to end of June 2022

10.4 The intranet page for MSHT has recently been redesigned making it easier for staff to access support and guidance when dealing with victims.

11. FINANCIAL IMPLICATIONS

11.1 None

12. OTHER IMPLICATIONS AND RISKS

12.1 None

To oversee the delivery of the Victims Code and ensure victims and witnesses are supported through the criminal justice process from first point of contact, ensuring their needs are met and that they receive a consistent, good quality service.

Create confidence

Build the confidence of victims and witnesses to report and remain engaged with the criminal justice process

- Focus on staff having the right behaviours and attitudes
- Use victims' experiences to shape our service delivery
- Ensure the training and learning available to staff concerning victim care and support is fit for purpose
- Act as a link to the CJB V&W Subgroup to align with partnership approaches



Provide support

Support vulnerable victims and witnesses through the Criminal Justice System

- Ensure referrals to specialist support services and signposting to other support where required are made correctly.
- Ensure relevant staff are equipped, trained and skilled to Achieve Best Evidence
- Support the use of registered intermediaries where appropriate



Deliver a quality service

Deliver a consistent, good quality service to victims and witnesses

- Lead on training implications relating to the revised Victims' Code of Practice
- Ensure all relevant material is appropriately disseminated across the organisations concentrating on the key rights -
 - Support services
 - Written acknowledgements
 - Providing updates
 - Informing victims about restorative justice
 - Offering a VPS or an impact statement for businesses



Demonstrate compliance and quality

Continue to manage VCOP obligations to increase compliance and raise victim satisfaction.

- Use agreed recording process to capture and develop performance data
- Continue to deliver training to communicate VCOP obligations and recording requirements across both forces
- Identify areas of non compliance and support commands to address areas of concern



The group will continue to consist of OPCC leads from each force, analysts, comms, operational lead, reps from county policing, safeguarding and investigations, LCJB performance officer, Sgt leading on RJ, Norfolk YOT and CJS Witness Care lead

Actions – August 2022

Create confidence

- Comms to develop and Improve constabulary victim internet pages. – **ONGOING**
- Examples of crown court delays to be shared by WCU **ONGOING**

Provide support

- Data from NSVC to be provided at meetings by OPCC
- Promote use of IVNA on Athena **ONGOING** (Linked to OPTIK)
- Create up to date comms focussing on MG2 and special measures – **ONGOING**
- Data to be shared to identify and consider support for under-represented groups **ONGOING**

Deliver a quality service

- Develop Comms strategy referencing personal responsibility to include case studies. **ONGOING**
- Developments on OPTIK regarding VCOP compliance to be clarified and progressed. - **ONGOING**
- Online VPS to be developed - **ONGOING**

Demonstrate compliance and quality

- Utilise VCOP Dashboard to understand repeat victim trends **ONGOING**
- Continue with N&S 30 case compliance review (monthly). **ONGOING**
- Current satisfaction survey data to be included in subgroup data pack. - **ONGOING**
- Refresh comms relating to auditable decision making (rationale for withdrawal) **ONGOING**



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Achievements – August 2022**Create confidence**

- Webinars delivered covering the revised Victims' Code of Practice
- VCOP article and VLOG shared across the organisation.
- Plan on a Page circulated across the organisations
- Updated NFA letter created and circulated

Provide support

- Working with Norfolk & Suffolk Victim Care to develop officer awareness of services and importance of referring victims correctly
- Process in place to monitor any Constabulary referrals made incorrectly to NSVC and address with officers.
- NEVCU level 1 service to fraud victims implemented
- Non-viable referrals no longer being submitted to NSVC as part of ADT

Deliver a quality service

- Align with partnerships via the CJB & V&W Subgroup
- RJ Training in place to improve use of RJ across both organisations.
- Non mandatory field on ATHENA for VPS amended in order remove blank option. This means only Y or N selection can be made .
- IVNA live on Athena and being implemented during crime recording

Demonstrate compliance and quality

- Monthly Inspector audits continue to assess and capture level of compliance in key VCOP areas across both forces.
- SBOS to provide data demonstrating level of compliance for VS and VPS
- VRR data collected & maintained
- CICA data collected & maintained
- Relevant data collected for submission to the NPCC Regional V&W group on quarterly basis
- Force level data pack on VCOP compliance completed bi-monthly



The group will continue to consist of OPCC leads from each force, analysts, comms, operational lead, reps from county policing, safeguarding and investigations, LCJB performance officer, Sgt leading on RJ, Norfolk YOT and CJS Witness Care lead

HMIC - Areas of Recommendation & Improvement

| HMIC REPORT | RECOMMENDATION | IMPROVEMENT/SOLUTION |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| HMICFRS PEEL SUFFOLK 21-22 HMICFRS PEEL SUFFOLK 21-22  Microsoft Excel Worksheet | <p>5.2 - The force should review its practices to ensure that victim needs assessments are completed in all relevant cases. In too many cases there is no evidence of NA being completed or enhanced services considered.</p> <p>5.3 - Force to establish processes to ensure auditable record of victim decision and reason for withdrawal fully documented to ensure victim wishes fully represented and considered before finalised.</p> <p>Where a victim withdraws their support for investigations, auditable record endorsed by the victim is required - such as a statement, body worn video or PNB entry which confirms that they wish to withdraw support for the investigation</p> | IVNA Question set is live on Athena. Training and comms have been released and IMU request completion prior to closure of crimes. |

National HMIC - Areas of Recommendation & Improvement

| HMIC REPORT | RECOMMENDATION | IMPROVEMENT/SOLUTION |
|-----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| HMIC Rape report  | <p>Recommendation 1- Police forces should ensure information on the protected characteristics of rape victims is accurately and consistently recorded.</p> <p>(See HMIC VAWG recommendation 3)</p> | |
| Microsoft Edge PDF Document | <p>Recommendation 2 - Police forces and support services should work together at a local level to better understand each other's roles. A co-ordinated approach will help make sure that all available and bespoke wrap-around support is offered to the victim throughout every stage of the case. The input of victims and their experiences should play a central role in shaping the support offered.</p> | |
| | <p>Recommendation 3 - Police forces should collect data to record the different stages when, and reasons why, a victim may withdraw support for a case. The Home Office should review the available outcome codes so that the data gathered can help target necessary remedial action and improve victim care</p> | |
| | <p>Recommendation 6 - The police and the CPS, in consultation with commissioned and non-commissioned services and advocates, and victims, should review the current process for communicating to victims the fact that a decision to take no further action has been made. They should implement any changes needed so that these difficult messages are conveyed in a timely way that best suits the victims' needs.</p> | |
| | <p>Recommendation 7 - Police forces should ensure investigators understand that victims are entitled to have police decisions not to charge reviewed under the Victims' Right to Review scheme and should periodically review levels of take-up.</p> | |

National HMIC - Areas of Recommendation & Improvement

| HMIC REPORT | RECOMMENDATION | IMPROVEMENT/SOLUTION |
|-----------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| HMIC VAWG  Microsoft Edge PDF Document | <p>Recommendation 3: Structures and funding should be put in place to make sure victims receive tailored and consistent support. Victims' needs should be a central consideration of any investigation. Victims should be fully supported towards a result that reflects their wishes and considers any discrimination and inequality they may face. Consistent and accurate recording of information on the protected characteristics of victims is needed to help ensure the right support is offered.</p> <p>All police forces should ensure information on the protected characteristics of victims is accurately and consistently recorded.</p> | |
| | | |

| | ACTION | PROGRESS |
|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Create confidence | AA - Comms to develop and Improve constabulary victim internet pages. – ONGONG | |
| Provide support | AA to create up to date comms focussing on MG2 and special measures – ONGOING | |
| Deliver a quality service | AA - Continue to develop Victim Information for use as leaflet or link to web page when providing crime acknowledgement. NS – Prepare demo of VPS on line service for next SVS meeting | |
| Demonstrate compliance and quality | AA to utilise VCOP Dashboard to understand repeat victim trends AA to continue with N&S 30 case compliance review. JD to liaise with PSD regarding monitoring VCOP complaints EA to explore current satisfaction surveys to establish what victim related data exists AA to continue collating VCOP data for SVS data pack. | |