

VCoP Entitlement	Gwent Policy/Process Aligned to VCOP	DIP/Case Study Findings	Issues arising
<p>Access to information on victim support services</p>	<p>Victims' of Crime Letter Gwent Police Website CARES booklet</p>	<p>Victims' are often unaware of the service available and have not heard of Connect Gwent when called.</p> <p>CMU stated "70 cases a day reviewed that might be suitable for a letter and sends out about 40, which are showing as wanting a letter."</p>	<p>Every victim should have information 'in writing'. Not all interactions with victims allow this to be done in person. Emails/texts need further exploration.</p>
<p>Explain to victims that their details will be passed to victim support UNLESS they do not wish for them to be passed on. Entitled to access services any time whether reported to the police (2 days post report) or not and to refer back in at a later date</p> <ul style="list-style-type: none"> • Specialist where appropriate incl. homicide • To receive pre-trial therapy or counselling where 	<p>Automated Data Transfer/VCM Specialist referral pathways DACC/MARAC/SARC</p> <p>Not offered</p>	<p>There are issues in specialist referral pathways i.e. consent</p> <p>Evidence would suggest that victims are not informed of VSS or given chance to opt out</p>	<p>The changes to use the VCM to enable officers to make and record the offer have had limited success.</p>

appropriate			
Accompanied by a person of choice to aid understanding/being understood			Unknown
<p>Written information e.g. Information for victims of crime leaflet or direct to a website acknowledging the report and the basic details of the offence From first contact with police (no later than 5 days after reporting) Other information to be provided:</p> <ul style="list-style-type: none"> • Information on how to access support • How to report a criminal offence • Protection measures • Compensation • Overseas victims • Interpretation and translation services • Complaints • Restorative Justice • Expenses for trial 	<p>Victims' of Crime Letter Gwent Police Website CARES booklet</p>	<p>Letters sent from CMU "70 cases a day reviewed that might be suitable for a letter and sends out about 40, which are showing as wanting a letter."</p>	<p>Victims would need to specifically search for these entitlements i.e. have prior knowledge</p> <p>As per previous point email or texts should be made available.</p>
People with a disability or significant injury can have support via a 'family spokesperson'			Unknown/not tested
<p>Access to interpretation services for:</p> <ul style="list-style-type: none"> • Reporting a crime 			Unknown/not tested

<ul style="list-style-type: none"> • Being interviewed • Giving evidence • And have • Written acknowledgement of reporting • Translation of any documents disclosed in an interview of court hearing • Trial and court information <p>Complaints can be made if services are not provided</p>			
<p>All victims of crime are entitled to an assessment to identify any needs and support required and special measures (personal characteristics, nature and circumstances of the crime and your views) Opportunity for re-assessment if a changes of circumstances becomes known.</p>	<p>VG2/RMF/VCM</p>	<p>The VG2/RMF 'A' element of CARES is not consistently used. The VG 2/RMF does not provide an assessment to action process for enhanced services . The focus for enhanced entitlements is updating timeframe The needs and access to wider support services are not linked.</p> <p>Is not done to inform whole process e.g. WCU have to do a further needs assessment.</p>	<p>The 'needs assessment' needs to be revised to ensure support needs are understood and met. This is in line with HMICFRS recommendations.</p> <p>This needs to be adjusted to link in to OIC's responsibility for VSS referrals for new Data Legislation compliance.</p> <p>The needs assessment needs to be tailored for children and young</p>

			people.
Police must share, including with VSS, if someone is entitled to enhanced services with consent	Critical Markers/Flags Automated Data Transfer/ DASH		This requires a needs assessment
Enhanced services? <ul style="list-style-type: none"> • Special measures • Registered intermediaries 	OEL/ WCU systems		There is a lack of intermediaries nationally. Not confident that this is picked up at the earliest opportunity.
Investigation update (arrest, charged, ocd, nfa, bail, Decision not to investigate ,arrest warrant)within 5 days / 1 day enhanced service	CARES- VG3 &4	Not in required time frames and not matching children as having enhanced entitlements	This is a demanding requirement on officers with current capacity/ Track my Crime can assist with this. However, introduction of TMC in other areas shows update challenges remain as they are dependent on systems being updated.
VPS <ul style="list-style-type: none"> • Same time as giving a witness statement • Can choose to make it at a later time (before case at court or the suspect is sentenced) but only full 	CARES	80% of 1 st hearing files going through to CPS have a VPS or a reason as to why it has not been taken as yet.	

entitlement if you are due enhanced entitlements <ul style="list-style-type: none"> • Cannot change VPS but can add a further VPS • Option to be read aloud in court • OCD- where practicable, your views can be taken into account in decision making 			
Right to review	Website		Process in place but unclear if people are offered or 'discover' this as a right.
Court hearing information	Witness Care Unit		Appropriately available.
Witness Statement explanation	CARES booklet		This is limited information and not provided to all
Interview <ul style="list-style-type: none"> • Accompanied • No unjustified delay • Limited to strictly necessary • Medical examination when strictly necessary • Where necessary in an designed or adapted premises • Same person , where possible, do interviews • Offered the opportunity to have same sex interviewer 	Niche	There are delays, not clear on rights to be accompanied, consideration of suitability of location	FME provision is a challenge for gender choice.

DA, SV, GBV			
Where there has been no charge asked if you want to be informed should it be reopened.	Niche	Not currently offered	
Family Liaison Officer			
Provide information on Restorative Justice	Not routinely available but RJ Coordinator now in place	The process available in Gwent focuses on community resolution. Training for actual restorative justice is limited.	
Complaints <ul style="list-style-type: none"> • A process • Acknowledgement of complaint within 10 working days • Timely response 	Website CARES booklet		
CYP Entitled as an enhanced victim- <ul style="list-style-type: none"> • Timings of responses (5 days written response following reporting and decision not to investigate 1 day for other updates) • Intermediary • Accessible information • Appropriate assessment • Video interview and VPS when appropriate • Children and parents of victims under 18 are able to 	CAREs but does not have a category for flagging children as enhanced No separate assessment for children	No of intermediaries available? No of cases with intermediaries?	Without a child specific assessment it is difficult to evidence how we take their needs into consideration. We do not have any child specific information other than the home office/moj info and do not regularly provide this.

access support services.	ADT/ SARC		Victim Support Services for children and their families/carers is available via Connect Gwent and other providers.
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