



Freedom of Information Act Publication Scheme	
Protective Marking	Official
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Title	Total Victim Care (TVC) Policy Statement and Equality Impact Assessment
Version	1.1
Summary	Establishes strategy and responsibility to deliver Total Victim Care (TVC) within the MPS
(B)OCU or Unit, Directorate	Continuous Policing Improvement Command (CPIC)
Author	
Review Date	June 2020
Date Issued	14 th August 2019

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Branch / OCU:	Continuous Policing Improvement Command (CPIC)				
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Author:	Robert Taylor-Jenkins				

Introduction

As part of the Code of Practice for Victims of Crime (2015) every police service in England & Wales are required to deliver services to victims of crime. This policy has been developed to support officers and staff in their absolute duty to deliver excellent care through every interaction they have with victims of crime.

Victims of crime must be treated in a respectful, sensitive and professional manner without discrimination of any kind. They should receive appropriate support to help them, as far as possible, to cope and recover and be protected from re-victimisation. It is important that victims of crime know what information and support is available to them from reporting a crime onwards and who to request help from if they are not getting it.

Application

When? The Total Victim Care Policy applies with immediate effect.

Who? All police officers and police staff, including the extended police family and those working voluntarily or under contract to the Mayor's Office for Policing and Crime (MOPAC) or the Commissioner must be aware of, and are required to comply with, all relevant Metropolitan Police Service (MPS) policy and associated procedures.

This Policy applies in particular to officers and staff in the following roles (this list is not intended to be exhaustive):

- Initial and Further Investigators
- Initial and Further Supervisors
- Crime Managers
- Crime Management Services staff and officers
- Witness Care Unit staff and officers

Policy Principles

The policy is designed and intends to place victims at the centre of our culture and creates consistency in victim satisfaction across our Borough Command Units (BCUs) and communities.

There are five (5) key policy areas that fall within the policy, performance within these areas is monitored by the MPS Victim Care Board.

- Victims' Code of Practice (VCOP) is based on the Codes of Practice for Victims of Crime (October 2015). This government documents sets the minimum standards of service that

any victim can expect from service providers within the criminal justice process. Furthermore, the VCOP policy also has instructions and guidance for officers to follow should they come into contact with a victim or witness whose immigration status within the United Kingdom (UK) is insecure. The 'Vulnerable victims and witnesses with insecure immigration status' policy clearly states that, in line with the aims of putting the victim at the centre of what the MPS does, the person will be treated as a victim/witness foremost before any decision to contact Home Office Immigration Enforcement (HOIE) is made.

- Victims Right to Review (VRR) relates to Article 11 of the EU Directive provides that, 'Member States shall ensure that victims....have the right to a review of a decision not to prosecute'. The Directive makes clear that this includes decisions made by 'law enforcement authorities such as police officers'. This provides victims with a police review of the decision not to prosecute in a case where a suspect is identified and interviewed. It also allows a victim to seek a judicial review with the High Court.
- Victim Personal Statements / Impact Statements for Business (VPS / ISB) ensures that every person who is a victim of crime is entitled to make a victim personal statement, the statement forms part of the case papers and is the victim's chance to explain, in their own words, the effect of the crime and will be considered throughout the case and at sentencing.
- The Witness Care Unit (WCU). This policy provides guidelines and instructions for the efficient and effective running of the WCU - liaison between the investigating officer, the victims, the witnesses, the CPS and outside victim care service providers.
- Repeat Victim Cameras (RVC) policy – this gives instruction and actions to officers when they decide to use this strategy to help identify and arrest offenders who prey on the most vulnerable of victims.

The aims of this policy and its associated toolkits are to:

- Ensure that the victim is kept informed with regular updates on the matter they have reported to the police.
- Ensure that the victim & their family, or bereaved families, receive appropriate levels of support throughout the criminal justice process.
- Provide support and information to bereaved close relatives of the victim of crime, in liaison with the family spokesperson as appropriate.
- Ensure that vulnerable victims, regardless of their immigration status, are treated as a victim/witness first and foremost before any consideration is given to informing the HOIE as per statute
- To support nominated representatives of businesses who are victims of crime in line with their entitlements under the codes of practice for the victims of crime (except for public bodies, their agencies or other subsidiary organisations).
- To provide a strategy and practical solution to assist in the identification and arrest of offenders who prey on vulnerable victims.

Health and Safety Impact Statement

This policy and associated toolkit have been developed with appropriate consultation with the MPS Safety and Health Risk Management Team [SHRMT] (and other agencies as appropriate) and it would appear that there is no significant negative impact on health and safety in the MPS in terms of:

- Compliance with health and safety at work statutory provisions including codes of practice;
- MOPAC/MPS Safety Management System;
- Service delivery that may impact officer, staff or public safety;

The MPS Continuous Policing Improvement Command (CPIC) will continue to work with the SHRMT to ensure that this policy remains fit for purpose, and that any organisational learning arising from the implementation of this policy is incorporated within an amended version of this policy toolkit.

Purpose and Benefits

This policy establishes a corporate minimum standard applicable to Total Victim Care; however, every victim will be assessed and support will be tailored to meet their needs.

The benefits of this policy are as follows:

- The quality of interaction and support to victims will be improved;
- Opportunities to increase victim support and victim satisfaction will be maximised;
- Effective and ongoing supervision will improve the timeliness and the quality of service to victims.

Associated Documents and Policies/Toolkits

Victim's Code of Practice (VCOP)

Victim's Right to Review Scheme (VRR Scheme)

Victim Personal Statements / Impact Statements for Businesses (VPS/ISB)

Repeat Victim Cameras (RVC)

Witness Care Units (WCU)

Equality Impact Assessment

Policies are developed and reviewed using a consultative approach involving relevant internal and external stakeholders. Additionally, developers must consider what action needs to be taken to help overcome or minimise any disadvantages that people who share a protected characteristic will experience in compliance with the Equality Act 2010.

All relevant parties were consulted and asked to provide feedback regarding any concerns around adverse impact based on protected characteristics. Comments are assessed and reflected in the final policy.

The impact of the policy will be monitored to identify any emerging issues, learning and benefits post-delivery of the policy. The table below summarises the outcomes of these actions:

Consultation	
Internal consultation	<p>June 2016: the following businesses were consulted prior to the publication of the Total Victim Care policy: MPS Legal Services, MPS Health and Safety, MPS Finance, Trade Unions, Superintendents' Association and end users consisted of SLT SPOCs and frontline police officers and staff.</p> <p>August 2019: The National Police Chiefs Council (NPCC) created policy instructing police officers to treat vulnerable victims and witnesses with insecure immigration status, as victims and witnesses first and foremost before any decision to contact Home Office Immigration Enforcement (HOIE) is made. This policy was then introduced into the Metropolitan Police Service (MPS). This addition to the Victims' Code of Practice policy was consulted with the following departments to ensure the policy was fit for purpose and there were no implications with its delivery and execution: MPS Legal Services, MPS Health and Safety, MPS Finance and MPS Information Assurance. Following this exercise, this policy has been published.</p>
External Consultation	<p>June 2016: the following businesses were consulted prior to the publication of the Total Victim Care policy: Police Federation, MOPAC, Victim Support, Citizens Advice.</p>
Protected Characteristics (Equality Act 2010)	
Summary of Equality Impact Assessment	<p>Total Victim Care policy incorporates the following five policies: The Victims' Code of Practice (VCOP), Victims' Right to Review (VRR), Victim Personal Statements/Impact Statement for Businesses (VPS/ISB), Witness Care Units (WCU) and Repeat Victim Cameras (RVC). As per the initial actions of the main VCOP policy, officers who deal with persons who have difficulty speaking or understanding English language can make use of 'Language Services' which is accessible through Met CC communications command.</p> <p>VRR policy is based on an EU Directives that focus on all victims, this provides a positive impact on victims who are supported throughout the Criminal Justice system. The VCOP policy instructs MPS officers and staff to carry out a detailed needs assessment for all victims of crime (particularly repeat and vulnerable victims) in order to better support victims in giving their best evidence. VPS/ISB policy instructs MPS officers to offer all victims of crime the opportunity to make a statement on the impact the crime has had on them when taking an evidential statement. RVC has a</p>

	<p>positive impact on repeat victims of crime, especially vulnerable victims and this has been outlined below. WCU policy instructs officers within the unit as to how they communicate with all victims and helps them get support from the Victim Support Scheme (VSS).</p>
Age	<ul style="list-style-type: none"> • VRR policy does not disadvantage any person based on their age. • VCOP policy requires a needs assessment for all victims of crime, however, persons under the age of 18 years old are automatically deemed to be vulnerable and are given an enhanced service. This potentially disadvantages persons aged 18 or over who (if they do not have any other needs which would qualify them for an enhanced service) would receive a non-enhanced service. This is stipulated within the Codes of Practice for Victims of Crime – October 2015 and is not adjusted for MPS policy purposes. • VPS/ISB policy does not disadvantage any person based on their age. • RVC policy does not disadvantage any person based on their age • WCU policy does not disadvantage any person based on their age
Disability	<ul style="list-style-type: none"> • VRR policy does not disadvantage any person based on their disability • VCOP policy does not disadvantage any person based on their disability • VPS/ISB policy does not disadvantage any person based on their disability • RVC policy does not disadvantage any person based on their disability • WCU policy does not disadvantage any person based on their disability
Gender reassignment	<ul style="list-style-type: none"> • VRR policy does not disadvantage any person based on their gender reassignment • VCOP policy does not disadvantage any person based on their gender reassignment • VPS/ISB policy does not disadvantage any person based on their gender reassignment • RVC policy does not disadvantage any person based on their gender reassignment • WCU policy does not disadvantage any person based on their gender reassignment
Pregnancy and Maternity	<ul style="list-style-type: none"> • VRR policy does not disadvantage any person based on their pregnancy or maternity • VCOP policy does not disadvantage any person based on their pregnancy or maternity • VPS/ISB policy does not disadvantage any person based on their pregnancy or maternity

	<ul style="list-style-type: none"> • RVC policy does not disadvantage any person based on their pregnancy or maternity • WCU policy does not disadvantage any person based on their pregnancy or maternity
Race	<ul style="list-style-type: none"> • VRR policy does not disadvantage any person based on their race • VCOP policy (specifically the policy within which relates to vulnerable victims and witnesses with insecure immigration status) does not, in itself, disadvantage persons based on their nationality including their citizenship. The aims and objectives of this policy is to treat persons, regardless of any of the protected characteristics or otherwise, as victims and witnesses first and foremost. However, the policy also refers to the statutory duty required by the police service to share information with the HOIE, based on s.20 of the Immigration and Asylum Act 1999, of persons who have insecure immigration status. • VPS/ISB does not disadvantage any person based on their race • RVC does not disadvantage any person based on their race • WCU does not disadvantage any person based on their race
Religion or belief	<ul style="list-style-type: none"> • VRR policy does not disadvantage any person based on their religion or belief • VCOP policy does not disadvantage any person based on their religion or belief • VPS/ISB policy does not disadvantage any person based on their religion or belief • RVC policy does not disadvantage any person based on their religion or belief • WCU policy does not disadvantage any person based on their religion or belief
Sex	<ul style="list-style-type: none"> • VRR policy does not disadvantage any person based on their sex • VCOP policy does not disadvantage any person based on their sex • VPS/ISB policy does not disadvantage any person based on their sex • RVC policy does not disadvantage any person based on their sex • WCU policy does not disadvantage any person based on their sex
Sexual Orientation	<ul style="list-style-type: none"> • VRR policy does not disadvantage any person based on their sexual orientation • VCOP policy does not disadvantage any person based on their sexual orientation VPS/ISB policy does not disadvantage any person based on their sexual orientation

	<ul style="list-style-type: none"> • RVC policy does not disadvantage any person based on their sexual orientation • WCU policy does not disadvantage any person based on their sexual orientation
Other issues for example: Low income groups, single parents,	<ul style="list-style-type: none"> • No disadvantages have been identified for specific groups not mentioned above
Monitoring	
12 month implementation plan	<p>These policies will be monitored via the Victim Care Board that is chaired by an MPS Commander and in which all members review performance and compliance to this policy using the MOPAC User Satisfaction Survey, and MPS performance data.</p> <p>Met Training will ensure training courses are regularly reviewed and that content is up to date and relevant as well as raise any issues relating to training at the Victim Care Board.</p> <p>Monthly performance figures are shared with partners such as MOPAC, Victim Support and Citizens Advice.</p> <p>The Victim Care Board reviews any diversity and equality issues which may arise during and after the implementation of this policy.</p>