

National Vulnerability Action Plan (NVAP)

Action Impact Toolkit

2.1.3 Access to Services



Action Impact Toolkit Guidance Notes

The National Vulnerability Action Plan (NVAP) has been adopted by all forces across England and Wales and seeks to create a more coordinated, consistent and holistic policing response to vulnerability.

The aim of this toolkit is to help forces measure and track the impact of fully embedding an NVAP action within their force as well as providing suggested steps in the form of evidence-based activities and outputs that can be taken to achieve this. Long term impacts for both the organisation and externally (i.e. victims and the public) have been identified as well as suggested ways in which to measure these.

There are four parts to the toolkit:

1. Impact Statement

This is the **headline information** summarised from the logic model and supporting information. This sheet is provided for those who only require an **overview of the toolkit**.

This sheet provides the reader with the key information of:

- What do we mean? – clarifying the action objectives
- What do we need? – key activities for the force
- How do we know? – a few suggested impact measures

The sheet also sets out the long-term impacts the force could expect to see from embedding the action. There is one organisational impact, i.e. the impact on the workforce and how it operates, and one external impact i.e. the impact on victims, the public and communities.

2. Logic Model

This is the main element of the Action Impact Toolkit.

A logic model is a graphical representation of the relationships between a problem, action or intervention, and measurement of success. For more information see: <https://www.college.police.uk/research/practical-evaluation-tools>.

There is one logic model per objective within the NVAP action and has the following elements:

- **Situation** – this provides an overview of the current situation in relation to the objective
- **Activities** – this column contains key activities that forces could put in place to help them achieve the objective
- **Outputs** – this column identifies main outputs from the force putting the activity in place
- **Short to Medium Term Impacts** – this column provides a number of impacts that the force could expect to see in the short to medium term from putting the activities in place. These will all link into the long-term impacts identified at the top of the sheet
- **Impact Assessment** – these are prompt questions for forces to encourage them to consider how they might best want to measure impact
- **Suggested Measures** – this column provides a number of suggested measures forces can use to help them measure impact. **These are not prescriptive.** Where relevant these have been linked to the PEEL Assessment Framework measures
- **Unintended Consequences** – this section identifies a number of consequences that may occur from embedding the action within the force which could be considered as having a negative impact on other areas of policing

It is not expected that a force would put in all activities at once. In fact, some forces may find they are already doing some of the activities or alternatively will identify key gaps they can begin to address.

3. Supporting Information

This part of the toolkit provides **additional information, evidence and key links** to the logic models as well as setting out which of the **policing perennial issues** are linked to the NVAP action.

The toolkits have been developed using a variety of evidence including a review of academic and grey literature, policies, guidance, inspection reports, PCC plans and force NVAP benchmarking reports, as well as conducting scoping chats with relevant departments and organisations. Forces have also been consulted throughout the development of the model with feedback collated and incorporated.

This sheet is intended for those who would like to find out further information on the activities suggested in the logic model.

4. Impact Realisation Plan

This part of the toolkit has been designed to help forces identify and prioritise which elements of the logic model they would like to focus on, what they will do to put the activity in place and to consider how they might want to measure the impact. **It is not expected that forces implement all the suggested activities at once.**

It may be helpful to ask a few questions to be clear about what you are trying to achieve:

- Why are we doing this?
- What do we want to achieve?
- What does success look like?
- Who will benefit and how?
- How will we track and measure the short, medium and long term impacts?

Contacts

For any queries about the toolkit please contact: VKPP@norfolk.police.uk

VKPP IMPACT STATEMENT

Action 2.1.3 Access to Services

Ensure information on service provision to support individuals experiencing vulnerability is readily available and up to date in order that officers/staff can signpost to the most appropriate service(s)

Objective 1: For the force to collect and collate information on national, regional and local service provision for individuals experiencing vulnerability and to ensure it is accessible to officers/staff

What do we mean?

The force collates information on service provision in their area and wider that officers/staff can use to signpost people

What do we need?

A comprehensive directory of local, regional and national service providers which

- Is easily accessible and up to date
- Available through a variety of ways such as intranet or apps
- Has information in accessible formats

Provision of services that victims, witnesses and suspects can seek information from, regardless of whether they wish to report a crime

Objective 2: For officers/staff to know where and how to access information on service provision in order to signpost individuals experiencing vulnerability to the most appropriate service(s) based on the individual's needs and circumstances

What do we mean?

Officers/staff are able to appropriately signpost individuals to services that meet their needs and circumstances at that time

What do we need?

Standardised processes for signposting individuals in place which:

- Encourage signposting at every contact/opportunity
- Keep officers/staff up to date on any changes in service provision
- Ensure officers/staff are aware of their responsibility in signposting
- Builds on training in communication skills

How do we know? Related PEEL Measures

3.1 At its core function, the force prioritises the prevention and deterrence of crime, ASB, harm and vulnerability.

6.2 The force provides good-quality safeguarding and support for all vulnerable people.

ORGANISATIONAL IMPACT

The force enables officers/staff to appropriately signpost to services thereby supporting positive outcomes for individuals and communities, and reducing repeat presentations to the police.

EXTERNAL IMPACT

Individuals experiencing vulnerability are signposted to the most appropriate services in order to receive the support they need.

Action Detail

Ensure information on service provision to support individuals experiencing vulnerability is readily available and up to date in order that officers/staff can signpost to the most appropriate service(s)

Objective

1. For the force to collect and collate information on national, regional and local service provision for individuals experiencing vulnerability and to ensure it is accessible to officers/staff
2. For officers/staff to know where and how to access information on service provision in order to signpost individuals experiencing vulnerability to the most appropriate service(s) based on the individual's needs and circumstances

Long Term Impacts

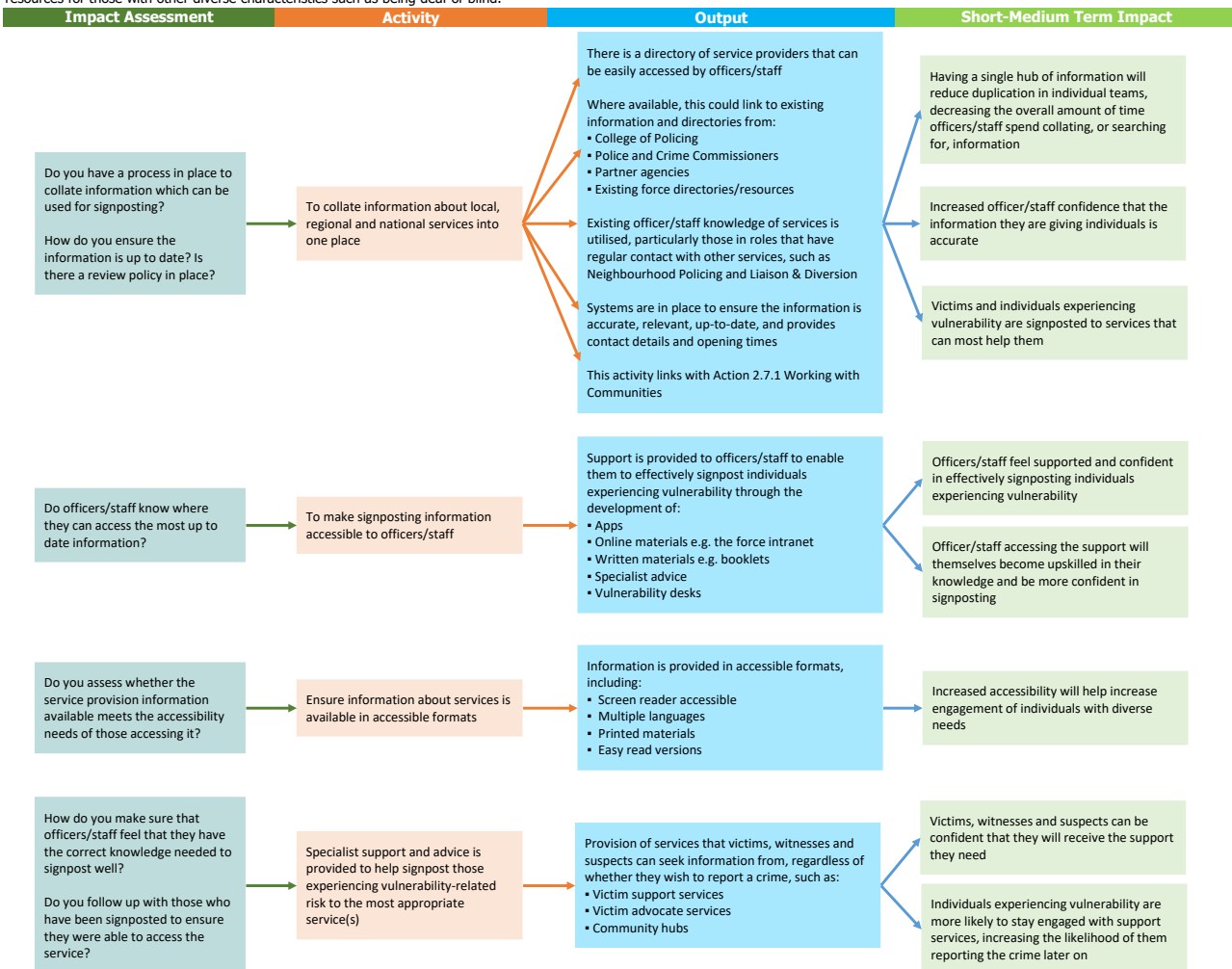
Organisational: The force enables officers/staff to appropriately signpost to services thereby supporting positive outcomes for individuals and communities, and reducing repeat presentations to the police.

External: Individuals experiencing vulnerability are signposted to the most appropriate services in order to receive the support they need.

Objective 1 - Collation of service provision information

Situation

Accurate and up-to-date information on local, regional and national service provision is needed in order for officers/staff to signpost people experiencing vulnerability to services which may help them. However, HMICFRS PEEL inspections have found information about services can be out of date or not thorough enough, whilst VKPP peer reviews of forces have found that some service directories can be too resource intensive to maintain. Additionally, not all forces provide information in accessible formats with one VKPP peer review finding a general lack of resources in multiple languages and no resources for those with other diverse characteristics such as being deaf or blind.



Suggested Measures

PEEL Measures:

- 3.1 At its core function, the force prioritises the prevention and deterrence of crime, ASB, harm and vulnerability.
- 3.1.2 Working in partnership, the force uses primary, secondary and tertiary prevention initiatives to deter and tackle crime and ASB. It also uses these initiatives to reduce harm, vulnerability, offending and repeat demand.
 - 3.1.3 The force provides a sustainable neighbourhood policing model that can provide positive long-term solutions to community problems.

Other potential measures:

- Staff survey about the quality of information available to signpost individuals to services
- Victim survey

6.2 The force provides good-quality safeguarding and support for all vulnerable people.

- 6.2.2 The force makes sure that the risk of further and/or increased harm to vulnerable victims is reduced via timely and appropriate safeguarding activity.

Unintended Consequences

- Although collating service information may be initially time consuming, having systems in place to review the information will protect officer/staff time and that of victims, witnesses and suspects
- The development of apps and materials can be expensive and time consuming and if the appropriate systems and resourcing are not put in place, could lead to out-of-date information that is too costly to review and update
- Providing multiple versions of the same information for accessibility may cause confusion over which version is the most appropriate for the individual

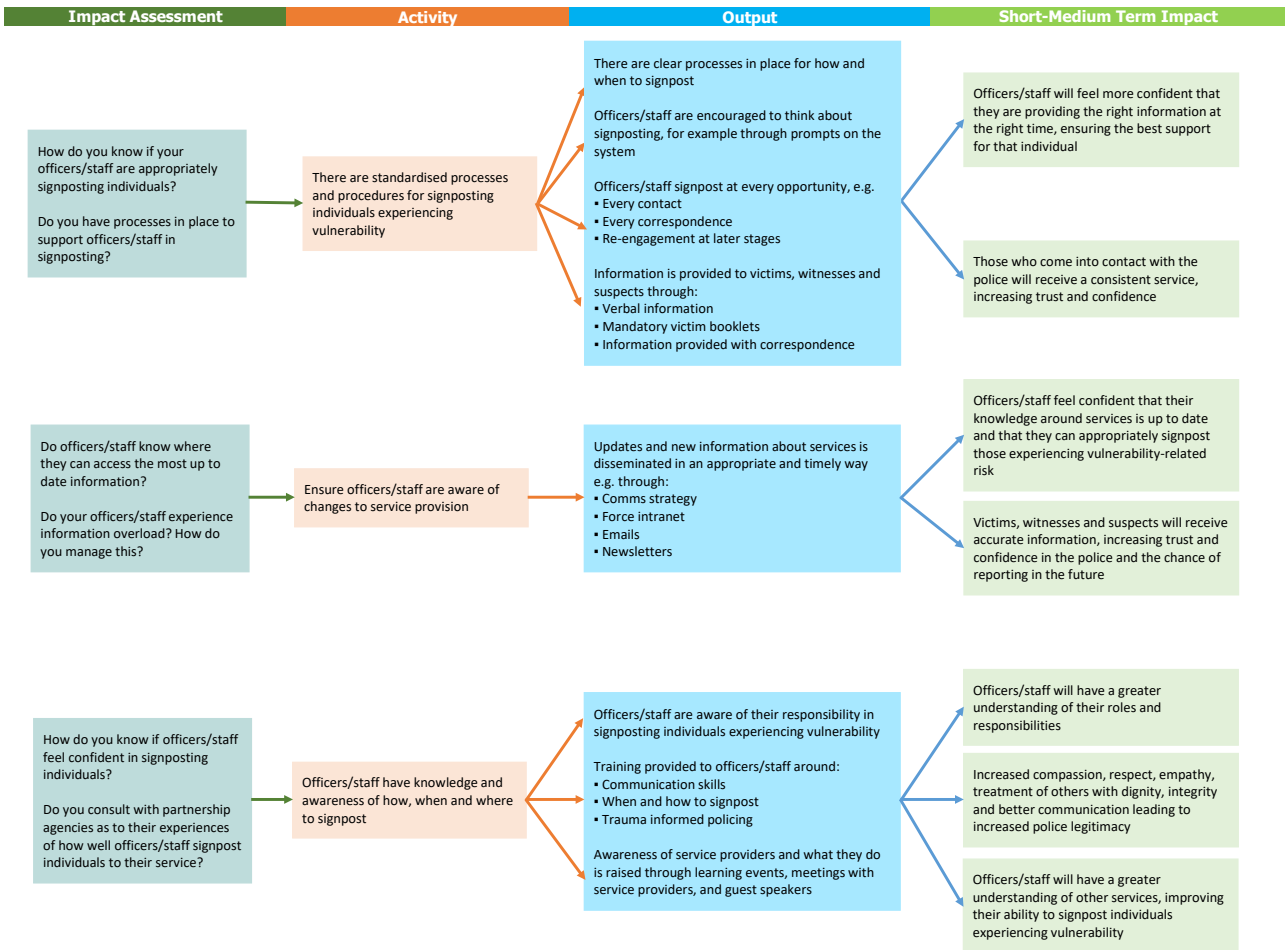
Consequences of not embedding this action are described in the College of Policing's Perennial Issues listed in the Supporting Information

Objective 2 - Signposting individuals

Situation

Signposting refers to passing on contact information about appropriate support services to an individual so that they may later contact the service themselves. It is the responsibility of all officers/staff who may come into contact with victims, witnesses or suspects, e.g., control room staff, family liaison officers, custody staff, case investigators and more. As part of a public health approach, officers/staff should be aware of what service provision is available and feel confident and supported to signpost when appropriate (Christmas & Srivastava, 2019).

It is recommended that forces formalise and standardise their processes and procedures for signposting (Masson & Österman, 2017; Key & Kirby, 2018). This prevents confusion over police responsibility and accountability and will ensure a more consistent and continuous service for individuals in contact with the police. Many individuals may not wish to access support at the first opportunity, or their need for support may grow over time. For this reason, officers/staff should signpost at every encounter as the individual may change their mind (VKPP, 2021).



Suggested Measures

PEEL Measures:

- 3.1 At its core function, the force prioritises the prevention and deterrence of crime, ASB, harm and vulnerability.
- 3.1.2 Working in partnership, the force uses primary, secondary and tertiary prevention initiatives to deter and tackle crime and ASB. It also uses these initiatives to reduce harm, vulnerability, offending and repeat demand.
 - 3.1.3 The force provides a sustainable neighbourhood policing model that can provide positive long-term solutions to community problems.

Other potential measures:

- Victim experience surveys
- Audit of vulnerable individuals who are signposted and who take up the provision of that service
- Victim Code of Practice compliance checks

6.2 The force provides good-quality safeguarding and support for all vulnerable people.

- 6.2.2 The force makes sure that the risk of further and/or increased harm to vulnerable victims is reduced via timely and appropriate safeguarding activity.

Unintended Consequences

- Providing training may have a negative impact on officer/staff time and therefore capacity to deal with demand, but should result in a better service for individuals experiencing vulnerability
- Frontline officers may take more time attending incidents which may negatively impact on capacity
- Providing too many updates on changes to service provision could result in officers/staff experiencing information overload although having a clear comms strategy will help prevent this

Consequences of not embedding this action are described in the College of Policing's Perennial Issues listed in the Supporting Information

Logic Model Supporting Information

Action 2.1.3 Access to Services

Action 2.1.3 Access to Services

Ensure information on service provision to support individuals experiencing vulnerability is readily available and up to date in order that officers/staff can signpost to the most appropriate service(s)

Organisational Impact (Long term):

The force enables officers/staff to appropriately signpost to services thereby supporting positive outcomes for individuals and communities, and reducing repeat presentations to the police.

External Impact (Long Term):

Individuals experiencing vulnerability are signposted to the most appropriate services in order to receive the support they need.

Perennial Challenges

The College of Policing have identified ten recurring perennial challenges within policing (College of Policing, 2020). Action 2.1.3 Access to Services is linked to the perennial challenges of **Collaborative Working** and **Supporting Vulnerable Individuals**

Issues identified within the perennial challenge of **Collaborative Working** that link to the NVAP Access to Services action include:

- Staff are unclear of processes and support available from partners and other agencies
- Inadequate information sharing between partners
- Difficulties in maintaining consistent contacts with partners due to staff turnover
- Inconsistent working practices across forces and other agencies
- Complexity of public service landscape / borders e.g. ambulance trusts covering more than one force area

Issues identified within the perennial challenge of **Supporting Vulnerable Individuals** that link to the NVAP Access to Services action include:

- Staff prioritise case progression over safeguarding
- Variable quality of safeguarding /prevention plans
- Lack of information and understanding of 'what works' to support/prevent harm effectively
- Inconsistent custody practices and procedures for identifying and supporting vulnerable people
- Lack of specialist support services, particularly for 'emerging' vulnerabilities
- Some judgemental perceptions persist in relation to understanding vulnerability

Useful Links

[APP Guidance: Victim safety](#)

[VKPP Learning from reviews](#)

[APP Sources of Help](#)

[Making Every Contact Count](#)

Objective 1
For the force to collect and collate information on national, regional and local service provision for individuals experiencing vulnerability and to ensure it is accessible to officers/staff

Activities	Evidence	Short-Medium Term Impact	Impact Assessment	Suggested Measures for Objective 1
To collate information about local, regional and national services into one place	<p>Guidance provided by Health Education England (n.d.-a) for building a signposting resource includes making sure the information is accurate, current, provides contact details and opening times, and is relevant and accessible. The guidance also suggests that rather than having a range of information or leaflets with local service information, it is better to link in with an existing database (Health Education England, n.d.-b). This ensures that the information is maintained, decreasing the chance that people are given out of date or inaccurate information. Where this is not available, a resource directory should be compiled.</p> <p>The Mental Health APP guidance for Mental Vulnerability and Illness suggests that when mapping services to facilitate appropriate signposting, the force should link in with other teams or departments within the force where a directory may already exist e.g., the local witness care unit, liaison and diversion teams or in force control rooms (College of Policing, 2016b). This practice could be applied to other thematic areas. In the HMICFRS PEEL inspection reports, signposting was most referenced when talking about neighbourhood or community-based teams such as patrol and neighbourhood policing, safer neighbourhood services and PCSOs. This reflects that officers in the community often understand the community they are serving, including local problems (e.g. fraud, refugees), local demographics (seldom heard groups) and availability of local services.</p> <p>One issue with compiling service provision information is the difficulty in ensuring it is kept up to date. To acknowledge this, some of the directories hosted by the College of Policing contain a disclaimer that information may not be up to date and some links no longer work (College of Policing, 2022). Alternatively, in the NVAP benchmarking exercise, one force reported having a 'Quality Policing Stamp' for force intranet pages which shows that the page is reviewed and kept up to date.</p> <p>This action links strongly with action 2.7.1 Working with Communities in relation to understanding the local service provision, how it represents the demographics of the community, and understanding any structural inequalities in the provision or access of those services. This should be considered when mapping services.</p>	<p>Having a single hub of information will reduce duplication in individual teams, decreasing the overall amount of time officers/staff spend collating, or searching for, information</p> <p>Increased officer/staff confidence that the information they are giving individuals is accurate</p> <p>Victims and individuals experiencing vulnerability are signposted to services that can most help them</p>	<p>Do you have a process in place to collate information which can be used for signposting?</p> <p>How do you ensure the information is up to date? Is there a review policy in place?</p>	<p>PEEL Measures:</p> <p>3.1 At its core function, the force prioritises the prevention and deterrence of crime, ASB, harm and vulnerability.</p> <ul style="list-style-type: none"> 3.1.2 Working in partnership, the force uses primary, secondary and tertiary prevention initiatives to deter and tackle crime and ASB. It also uses these initiatives to reduce harm, vulnerability, offending and repeat demand. 3.1.3 The force provides a sustainable neighbourhood policing model that can provide positive long-term solutions to community problems. <p>6.2 The force provides good-quality safeguarding and support for all vulnerable people.</p> <ul style="list-style-type: none"> 6.2.2 The force makes sure that the risk of further and/or increased harm to vulnerable victims is reduced via timely and appropriate safeguarding activity. <p>Other potential measures:</p> <ul style="list-style-type: none"> Staff survey about the quality of information available to signpost individuals to services
To make signposting resources accessible to officers/staff	<p>Information for signposting needs to be easily accessible for officers/staff to use. The NVAP benchmarking found that how the information is accessed varies from force to force but is commonly provided through apps on officer/staff mobile devices (such as part of one force's Vulnerability Mobile App), through the force intranet or printed booklets, or through the force or safeguarding unit website. For instance, one HMICFRS PEEL inspection identified a force as having produced an e-booklet about fraud that signposts to support which it distributed through social and traditional media. However, a VKPP peer review noted that although one force was noted to have both an app and intranet page with information about services, more should be done to make officers/staff aware of them.</p> <p>The NVAP benchmarking returns found that several forces had developed capacity building approaches by using specialist teams to provide guidance to frontline officers. This reduces pressure on officers/staff to be experts in signposting for all areas of vulnerability or having knowledge of all available services, while still being able to identify the most appropriate support for the specific individual. Additionally, specialist teams can help increase knowledge and promote upskilling.</p>	<p>Officers/staff feel supported and confident in effectively signposting individuals experiencing vulnerability</p> <p>Officer/staff accessing the support will themselves become upskilled in their knowledge and be more confident in signposting</p>	<p>Do officers/staff know where they can access the most up to date information?</p>	<ul style="list-style-type: none"> Victim survey

<p>Ensure information about services is available in accessible formats</p>	<p>Officers/staff should have access to information in accessible formats, such as for blind or partially sighted individuals or where English is not their first language or be able to direct individuals to these resources if necessary, even when the frequency of contact with the group that the information is accessible for is low (Race & Hogue, 2018). This is because it is important to have identity specific services that are equipped to meet the needs of marginalised communities (Antjoule, 2016).</p> <p>For example, Hunter et al. (2022) suggest that service users language requirements should be regularly reviewed to ensure service information is translated and appropriately targeted as language barriers limit access to help and information. Additionally, guidance produced by the public health sector on “Making Every Contact Count” suggests that it is important to consider if there are any easy read leaflets, leaflets in other languages or resources for people who have learning difficulties (Health Education England, n.d.-a). However, one VKPP peer review found a general lack of resources in multiple languages and no resources were identified for those with other diverse characteristics such as being deaf or blind.</p>	<p>Increased accessibility will help increase engagement of individuals with diverse needs</p>	<p>Do you assess whether the service provision information you are providing meets the accessibility needs of those accessing it?</p>	
<p>Specialist support and advice is provided to help signpost those experiencing vulnerability-related risk to the most appropriate service(s)</p>	<p>In some cases, individuals experiencing vulnerability-related risk may need specialist support or advice to assist with signposting to support services, particularly if there are multiple or complex vulnerabilities, or intersecting identities. It is important to have identity specific services that are equipped to meet the needs of marginalised communities and that these are considered when signposting people from those communities. However, voluntary sectors workers report that information about hate crime support is not generally shared with people who report hate crime (Antjoule, 2016). Additionally, one VKPP peer review found that there were cases where opportunities for support service engagement had been missed because responding officer had failed to identify that the victim belongs to a specific minority ethnic group.</p> <p>As part of the NVAP benchmarking process, forces reported a number of roles and initiatives designed to help signpost or help individuals experiencing vulnerability access services. These include having Vulnerability Focus Desks, Vulnerable Victim Advocate services, Victim support services, Victim Care Officers, Community Peer Mentors, and Community Safety Hubs. These services work to identify vulnerability, or respond to identified vulnerability, by providing advice, support and/or signposting to the most appropriate service to support them.</p>	<p>Victims, witnesses and suspects can be confident that they will receive the support they need</p> <p>Individuals experiencing vulnerability are more likely to stay engaged with support services, increasing the likelihood of them reporting the crime later on</p>	<p>How do you make sure that officers/staff feel that they have the correct knowledge needed to signpost well?</p> <p>Do you follow up with those who have been signposted to ensure they were able to access the service?</p>	

Objective 2

For officers/staff to know where and how to access information on service provision in order to signpost individuals experiencing vulnerability to the most appropriate service(s) based on the individual's needs and circumstances

Activities	Evidence	Short-Medium Term Impact	Impact Assessment	Suggested Measures for Objective 2
<p>There are standardised processes and procedures for signposting individuals experiencing vulnerability</p>	<p>It is recommended that forces formalise and standardise their processes and procedures for signposting (Masson & Österman, 2017; Keay & Kirby, 2018). In support of this, Lynall (2022) found that victims wanted the police to give out more standardised information and to be better at communicating what support is available. Standardising processes will help to prevent confusion over police responsibility and accountability, ensuring a more consistent and continuous service for individuals in contact with the police. Advice UK (n.d.) suggest that for an organisation to have effective signposting and referral routes, a simple procedure that meets the needs of the service users should be agreed, documented, understood and used by everybody. Recommendations from a review of North Wales non-emergency calls included that procedures for signposting should be standardised and that the tagging system used to record signposting to callers should be reviewed to provide insight into the agencies recommended in calls (Janssen & Rodriguez, n.d.).</p> <p>Many victims may not wish to access support at the first opportunity, or their need for support may grow over time (Home Office, 2014). For this reason, officers/staff should signpost at every encounter as the individual may change their mind (VKPP, 2021). Therefore, creating clear processes to offer signposting and providing information on services at every opportunity will increase the likelihood that the individual will access support if or when they wish to.</p> <p>Two forces in the NVAP benchmarking exercise reported that providing information about services has been made mandatory through either issuing a victim booklet (via hardcopy or internet link) or adding information to all correspondence with those who have reported a crime or incident. Additionally, other forces have added prompts to the IT system, to encourage officers/staff to signpost individuals to a commissioned victim support service or to attach a vulnerability booklet with details of support services to the disposal summary for detainees leaving custody.</p> <p>Of note is one force's 'Making a Difference Toolkit' which is a platform that enables officers/staff to send information such as available support services and/or crime prevention advice to victims, witnesses, and perpetrators of crime. The system is capable of generating emails, text messages, sending documents, and can automatically update the force's Operating Systems to record the correspondence.</p>	<p>Officers/staff will feel more confident that they are providing the right information at the right time, ensuring the best support for that individual</p> <p>Those who come into contact with the police will receive consistency of service, increasing trust and confidence</p>	<p>How do you know if your officers/staff are appropriately signposting individuals?</p> <p>Do you have processes in place to support officers/staff in signposting?</p>	<p>PEEL Measures:</p> <p>3.1 At its core function, the force prioritises the prevention and deterrence of crime, ASB, harm and vulnerability.</p> <ul style="list-style-type: none"> 3.1.2 Working in partnership, the force uses primary, secondary and tertiary prevention initiatives to deter and tackle crime and ASB. It also uses these initiatives to reduce harm, vulnerability, offending and repeat demand. 3.1.3 The force provides a sustainable neighbourhood policing model that can provide positive long-term solutions to community problems. <p>6.2 The force provides good-quality safeguarding and support for all vulnerable people.</p> <ul style="list-style-type: none"> 6.2.2 The force makes sure that the risk of further and/or increased harm to vulnerable victims is reduced via timely and appropriate safeguarding activity. <p>Other potential measures:</p> <ul style="list-style-type: none"> Victim experience surveys Audit of vulnerable individuals who are signposted and who take up the provision of that service Victim Code of Practice compliance checks
<p>Ensure officers/staff are aware of changes to service provision</p>	<p>It is important that officers/staff are kept up to date with changes to service provision. While this may be less important when the information is provided through an online directory or by a specialist team and is monitored by others, when information is provided through a printed booklet or other offline method, individuals may accidentally be given out of date or wrong information, meaning they are unable to seek help and potentially decrease their trust in the police.</p> <p>In the NVAP benchmarking exercise only three forces noted making officers/staff aware of changes in information about services. Where it was noted, this was via a communications strategy, force homepage announcements, emails or newsletters. For example, one force reported having a Vulnerability Coach who disseminates all key messages via newsletters and through training programmes.</p> <p>However, it is important that officers/staff are not overloaded with information. HMICFRS PEEL inspection reports have highlighted that the amount of training and communications staff have to deal with can be overwhelming. For example, briefings for community staff at the start their shift can be more than 30 slides long. Therefore, officers/staff may not have time to access the information and unless it is co-ordinated to ensure that only key messages are getting through and to avoid duplication, they may suffer from information overload.</p>	<p>Officers/staff feel confident that their knowledge around services is up to date and that they can appropriately signpost those experiencing vulnerability-related risk</p> <p>Victims, witnesses and suspects will receive accurate information, increasing trust and confidence in the police and the chance of reporting in the future</p>	<p>Do officers/staff know where they can access the most up to date information?</p> <p>Do your officers/staff experience information overload? How do you manage this?</p>	

<p>Officers/staff have knowledge and awareness of how, when and where to signpost</p>	<p>Right 4.5 of the Victim’s Code states ‘The police will tell you about all the support services available in your local area’ however the overarching Right 4, ‘To be referred to services that support victims and have services and support tailored to your needs’ is about referrals, rather than signposting (Ministry of Justice, 2021). Although there is no statutory obligation to signpost, signposting in various methods such as verbally, a leaflet, an electronic directory or through an information pack is included in APP guidance for mental health, domestic abuse, hate crime, and modern slavery. (College of Policing, 2016a; 2016b; 2015).</p> <p>In the NVAP benchmarking exercise, forces reported a wide range of training activity around raising awareness of service provision for people experiencing vulnerability. This was most commonly as part of other training programmes (such as Vulnerability Related Risk, DA Matters, SCAIDP) or through multi-agency training sessions with guidance and information provided by local partners/support services. One force noted that CPD days included a range of speakers to increase awareness of the support services available. Other methods included learning events such as conferences or arranging for service providers to visit the force to meet the staff, explain the services offered and how they engage with victims.</p> <p>However, there are areas of improvement for training around signposting. A VKPP peer review found that in one force, officers/staff reported wanting more training on local support services. In another, a gap was found in understanding of the roles and responsibilities in offering support to individuals with vulnerability-related risk. Cultural competency training and understanding of cultural barriers was also recommended. Finally, a review of victim services found that interviewees felt that the police needed more training in understanding that victims will often be initially reluctant to accept support (Home Office, 2014).</p>	<p>Officers/staff will have a greater understanding of their roles and responsibilities</p> <p>Increased compassion, respect, empathy, treatment of others with dignity, integrity and better communication leading to increased police legitimacy</p> <p>Officers/staff will have a greater understanding of other services, improving their ability to signpost individuals experiencing vulnerability</p>	<p>How do you know if officers/staff feel confident in signposting individuals?</p> <p>Do you consult with partnership agencies as to their experiences of how well officers/staff signpost individuals to their service?</p>	
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VKPP NVAP Impact

Action 2.1.3 Access to Services

Impact Realisation for NVAP Impact – knowing what you are trying to achieve

Impact Realisation Plan		
Reporting Period:		Project Lead:
Prepared By:		Date Prepared:
Objective 1: For the force to collect and collate information on national, regional and local service provision for individuals experiencing vulnerability and to ensure it is accessible to officers/staff		
Impact Owner:		
Impact Description:	<i>Organisational Impact: The force enables officers/staff to appropriately signpost to services thereby supporting positive outcomes for individuals and communities, and reducing repeat presentations to the police.</i>	<i>External Impact: Individuals experiencing vulnerability are signposted to the most appropriate services in order to receive the support they need.</i>
Activity:	<i>What action do you plan to take? (See logic model for suggestions)</i>	<i>What action do you plan to take? (See logic model for suggestions)</i>
Output:	<i>What is the anticipated product of that activity? (See logic model for suggestions)</i>	<i>What is the anticipated product of that activity? (See logic model for suggestions)</i>
Impact Measurement:	<i>How will you measure the impact? How will you know it has been achieved? (See Supporting Information for suggestions)</i>	<i>How will you measure the impact? How will you know it has been achieved? (See Supporting Information for suggestions)</i>
Progress:	<i>Example: Central directory created</i>	<i>Example: Range of service information to suit accessibility needs</i>
Next steps:		
Risks:	<i>Enter the risk/unintended consequence associated with the impact</i>	<i>Enter the risk/unintended consequence associated with the impact</i>
Risk Mitigation Strategy:		
Additional Comments		

Objective 2: For officers/staff to know where and how to access information on service provision in order to signpost individuals experiencing vulnerability to the most appropriate service(s) based on the individual's needs and circumstances		
Impact Owner:		
Impact Description:	<i>Organisational Impact: The force enables officers/staff to appropriately signpost to services thereby supporting positive outcomes for individuals and communities, and reducing repeat presentations to the police.</i>	<i>External Impact: Individuals experiencing vulnerability are signposted to the most appropriate services in order to receive the support they need.</i>
Activity:	<i>What action do you plan to take? (See logic model for suggestions)</i>	<i>What action do you plan to take? (See logic model for suggestions)</i>
Output:	<i>What is the anticipated product of that activity? (See logic model for suggestions)</i>	<i>What is the anticipated product of that activity? (See logic model for suggestions)</i>
Impact Measurement:	<i>How will you measure the impact? How will you know it has been achieved? (See Supporting Information for suggestions)</i>	<i>How will you measure the impact? How will you know it has been achieved? (See Supporting Information for suggestions)</i>
Progress:	<i>Example: Audit of vulnerable individuals who are signposted and who take up the provision of that service</i>	<i>Example: Victim experience surveys</i>
Next steps:		
Risks:	<i>Enter the risk/unintended consequence associated with the impact</i>	<i>Enter the risk/unintended consequence associated with the impact</i>
Risk Mitigation Strategy:		
Additional Comments		