



**Vulnerability Knowledge
& Practice Programme**



**College of
Policing**

NPCC
National Police Chiefs' Council

National Vulnerability and Public Protection Strategy

A common framework approach to vulnerability including public protection.

Pillar 3 - Procedural Justice for Victims

February 2025

This aim of this document is to support forces to develop their understanding of capacity, capability, competence across Pillars. This document takes its learning from the work of Operation Soteria, Violence Against Women and Girls and other areas of vulnerability and seeks to draw together positive indicators that should be seen. The combination of the pillars helps towards forces taking a Suspect Focus – Victim Centred – Context led approach.

These indicators have been shown through the College of Policing Perennial issues document to be areas of consistent challenge. Through good governance we should seek deep rooted behavioural change by understanding Capability / Opportunity / Motivators and how together these deliver sustainable improvements.

How to use this document

This document has been produced to help forces to establish positive indicators in respect of Procedural Justice to support governance and oversight in the management of Vulnerability. It provides areas of positive activity that forces can look for within their own organisation.

There is no one size approach and forces will operate various models so the document can be adapted to fit the policing approach used, current and future data gathering to provide governance and oversight with information as to effectiveness.

The indicators below where possible should include reference to other areas and have been drawn from a range of sources including perennial issues of policing.

Principle	Front Line	Supervisors	Strategic Leaders
Assure procedural justice for all victims & suspects	A trauma informed approach is used to support victims.	Ensure all staff attend Trauma awareness training.	Training is in place around Trauma informed approaches for staff.
	Victims are treated with dignity and respect.	Supervisors actively review Victim Contact/Care Plans/Safeguarding plans.	Forces know the % of investigations closed because the victim does not support police action and why.
	The needs of victims are understood and risk assessment tools are used effectively.	Supervisors have the confidence to deal with complaints to enable service recovery and officer learning.	The force responds to complaints effectively.
		Supervisors ensure that risk assessments are used effectively.	The force has developed a performance framework that allows it to understand its effectiveness for victims.

Principle	Front Line	Supervisors	Strategic Leaders
A victim centred, trauma informed approach is taken, where victims are listened to with informed and open belief, and the victim code is applied.	The Victims Code of Practice is applied. There is clarity as to responsibility for maintaining contact with victims.	Supervisors understand their staff development needs and ensure that training / CPD is relevant.	The force develops strong relationships with support services and promotes the availability of them to support victims.
	Knowledge of the presence and availability of multi-agency support is understood, and information is shared appropriately.		Children are seen and treated as victims in their own right.
	Appropriate language is used that maintains a victim centred approach and does not blame the victim.		Forces invite feedback from victims and support agencies and understand the impact they are making.
	Interviews with victims are conducted professionally, where the impact on the victim is acknowledged in order to achieve best evidence.		Service design is influenced using feedback from victims.
			Victim Services are culturally sensitive.



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