



**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 6 - Digital Capability

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 Digital Capability 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
Identify and recognise the risks of digital harm to vulnerable people.	Staff consider the digital opportunities, in relation to vulnerability related harm.	Ensure staff are considering the digital opportunities across all vulnerability related harm.	Ensure staff have the knowledge, skills and understanding to investigate and prevent digital harm to those who are vulnerable.
	Staff feel confident to use every opportunity to provide advice to prevent digital harm.		Staff understand how perpetrators use digital technology to exploit vulnerability and are confident to offer prevention advice based on this.
			Digital tools to support crime prevention and safety are used to allow inclusivity around language and disability.
Develop the technical knowledge base of our workforce so they can confidently respond and protect those at risk of harm.	Staff understand how perpetrators use digital technology to exploit vulnerability and harm others.	Ensure the knowledge and skills of staff is current in relation to the use of digital technology by perpetrators.	Training is appropriate and meets the needs of staff.
			Training is undertaken and evidence of its consistent use can be seen.
Equip our workforce with tools, strategies and resources to gather necessary and proportionate evidence from victims and from suspects.	Staff have the tools to effectively gather evidence of online harm.	Supervisors ensure that their teams have the knowledge and use it effectively.	The force has a digital strategy and approach in line with the NPCC digital strategy and provides the workforce with effective tools to gather and use evidence efficiently.



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