

**MAYOR OF LONDON**

OFFICE FOR POLICING AND CRIME

# WHY A HUB IS NEEDED

UNDERSTANDING THE ISSUES  
ACROSS A VICTIM'S JOURNEY



**THE LONDON** victims  
summit

# VICTIM JOURNEY MAP: FROM REPORT TO POST-TRIAL

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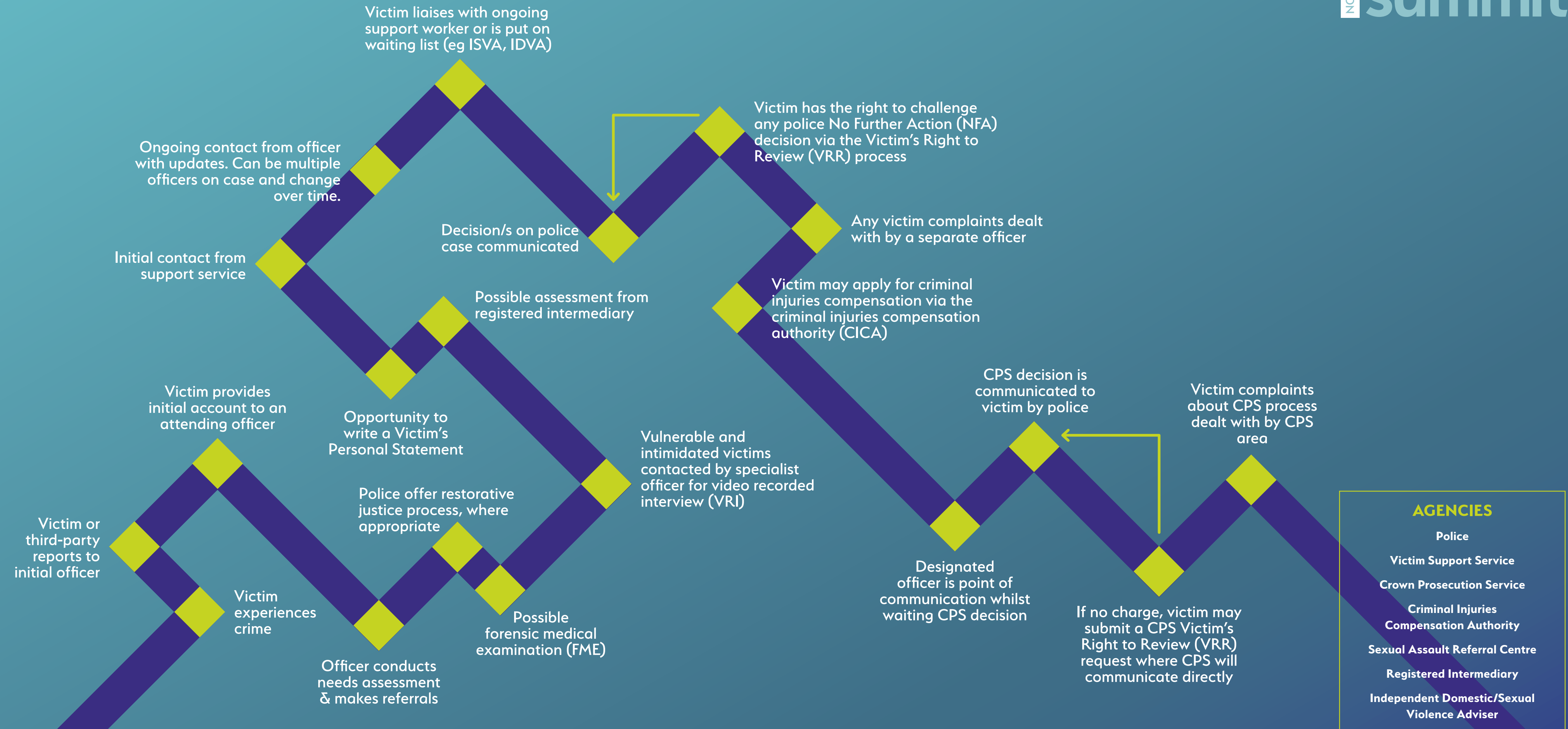


## PRE-CHARGE

## PRE-TRIAL

## DURING TRIAL

## POST-TRIAL



## VICTIM JOURNEY MAP: FROM REPORT TO POST-TRIAL

**PRE-CHARGE**

PRE-TRIAL

DURING TRIAL

POST-TRIAL

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THE LONDON **victims**  
**summit**

“I tried to contact my named officer for updates, but couldn’t get through as they were not on shift.”

“The officer in charge didn’t contact us once in six months; not even to tell us the case was going to court. I think my mum called to find out. He still hasn’t been in contact now that the sentencing has been done.”

“I was asked to give back my victim’s statement the day after I gave evidence, which in all honesty I felt was too rushed. Purely because, I have read it back since, and what I probably didn’t get across in the best way possible was how it had really impacted me.

“We’re always waiting for a decision about whether it goes to court or not. It’s been a nightmare. I’m fidgeting waiting to hear. The barrier to getting the decision is the CPS being able to put the time aside to read whatever has been sent up to them. I keep getting told that that I will be given a date, and then I have to chase them up when we hear nothing. It’s just back and forth between the CPS and Police all the time. We are now 2.5 years down the line and still waiting. I want it to be done and dusted so that I can get on with my life...”

“I have been diagnosed with PTSD: a therapist doing an assessment says this is not only from the assault, but mostly stems from my experience in dealing with the police”

### AGENCIES

Police

Victim Support Service

Crown Prosecution Service

Criminal Injuries

Compensation Authority

Sexual Assault Referral Centre

Registered Intermediary

Independent Domestic/Sexual  
Violence Adviser

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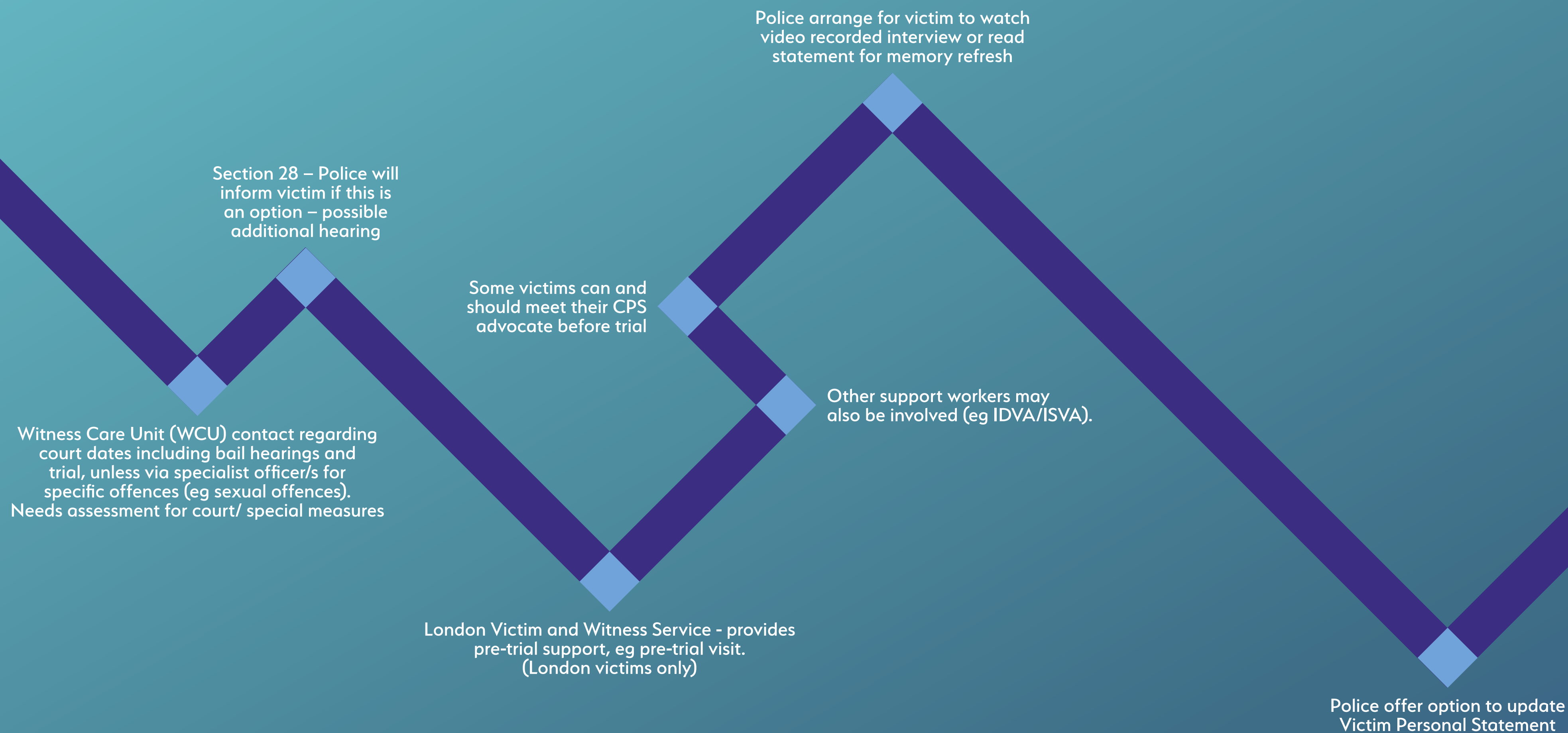
PRE-CHARGE

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Crown Prosecution Service

London Victims and Witness Service

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PRE-CHARGE PRE-TRIAL DURING TRIAL POST-TRIAL

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“The first time it got moved was really bad because I had properly psyched myself up and I found out about it before the police had even told me. They moved it to over the Easter period...I queried whether this was sensible with the bank holidays and all but was told it was fine. But I then got a phone call saying that because of complications around this the court date had been brought forward, and that it would either have to start in two days’ time or in another six months’ time. I was given an hour to make the decision. I decided to go to court with two days’ notice, and it felt very hectic. For example, I really wish that I had seen a copy of my statement a bit earlier on; they literally gave it to me 20 minutes before I went on the stand. It was a very draining experience”

“The length of time it took to take the case to trial, coupled with the change of court date, resulted in me questioning if I wanted to go forward with the trial. Between the date of when the first court date was set and when the second court date was set, I was barely contacted and received no support. This left me feeling very alone and constantly worried about the court case as there was no one to talk to. It felt like I was no longer of use to the police, and that they only contacted me when something was needed with no thought to how I was dealing with the situation.”

“Each time there is a postponement, we’re forced into silence, our personal life and lifestyle questioned, we are re-traumatised. Yet, there is little or no help to support us through the process. We are isolated, causing anxiety, depression and even suicide. The system has to be the solution and not the cause of more trauma.

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Possible trial date change, adjournments or difficulties with evidence, creating uncertainty and delay. Changes and delays often communicated at very short notice.

Victims may need a separate entrance to court – this is communicated by the Witness Care Units – should be arranged when special measures are discussed. Court staff must confirm if there is a special entrance or not, but communication with the victim is through the WCU

Victim gives evidence in court. Meets prosecutor on the day. Court support is provided by Citizen's Advice in court who will not have had contact with the victim previously

WCU, specialist officer or support worker informs victim of trial outcome, sentencing and their rights at this point

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Witness Care Unit

Crown Prosecution Service

Victim Support Service

Citizen's Advice

Independent Domestic/Sexual Violence Adviser

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“At this stage, victims can feel stressed, scared, anxious, some disinterested and confused.”

“I only met my barrister five minutes before I was about to go in the witness box. I think it’s because they say you’re not allowed to talk about the case...but I would have like to have met him before he was about to start.”

“I had requested a screen to not be seen by the culprit via the witness care unit. The lawyer on the day was unaware of this and said that he would speak to the judge but that it may be too late. I wanted not to be seen by the culprit and the witness care unit said that these measures would be in place. A special plea was made to the judge for the items and they were provided on the day. They were all really proud of themselves and I was like ‘it should have been there anyway’. It was very stressful. Also, there was no provision for my disability and this wasn’t brought up by anyone in the police or the court.”

“I should have been asked to read my statement at court, but it was never offered. The CPS advocate didn’t tell me anything about how I could be involved in court and said that I didn’t need to be involved. I wish I’d been listened to rather than have my words go through third parties. I wanted to speak to my advocate, to read my statement out...my voice was always going through other people who I felt didn’t have my best interests at heart.”

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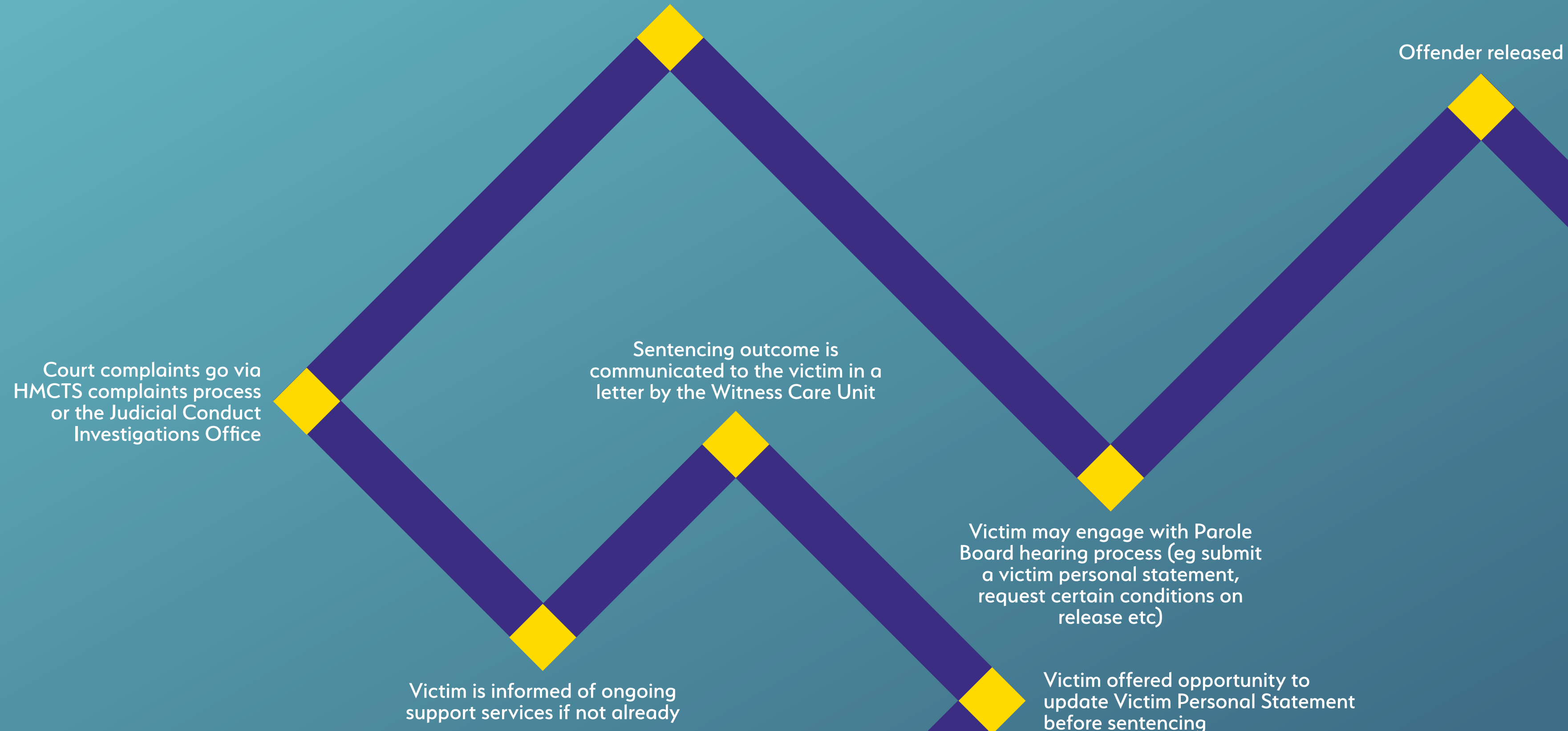
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Some victims contacted by a Victim Liaison Officer to inform how long offender will be in prison, any changes to sentencing and updates on release dates, when offender is up for parole and ensure VPS is done for parole hearing, The Victim Contact Scheme is run by the National Probation Service.



- AGENCIES**
- Police
  - His Majesty's Courts and Tribunals Service
  - Witness Care Unit
  - Crown Prosecution Service
  - National Probation Service
  - Parole Board
  - Victim Services (e.g. counselling)



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“There is a gap in ownership at this stage post-trial – the part where it isn’t owned by one particular agency”

“During the process I struggled to get any counselling or support. I contacted Victims Support, but was told that counselling was not a service they provided. The only option I was left with was getting help privately as the waiting list on the NHS meant I wouldn’t get any help in the near future. Post-trial, I was never contacted again and the news of the outcome was delivered insensitively by the prosecutor rather than anyone from the police who I had been dealing with over the year. I felt like I was no longer of use to the police and therefore forgotten about, with no thought to how the outcome of the trial would affect me. As a result, due to my experience, I would be very reluctant to ever report a crime or go to court again.”

“I was told what the outcome of the trial was but I didn’t feel that I had a full explanation. And the way I was told over the telephone was impersonal. Luckily for me he was found guilty, but if he hadn’t been found guilty and I was told over the telephone I would have been devastated. There was also a lot of media coverage and I was concerned I might not have been the first to know. I don’t know how long after the verdict was given they called me, and in the days of smartphones and social media and everything else I could have read about it first and I think that’s something they need to be really, really aware of.”

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and Tribunals Service

Witness Care Unit

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National Probation Service

Parole Board

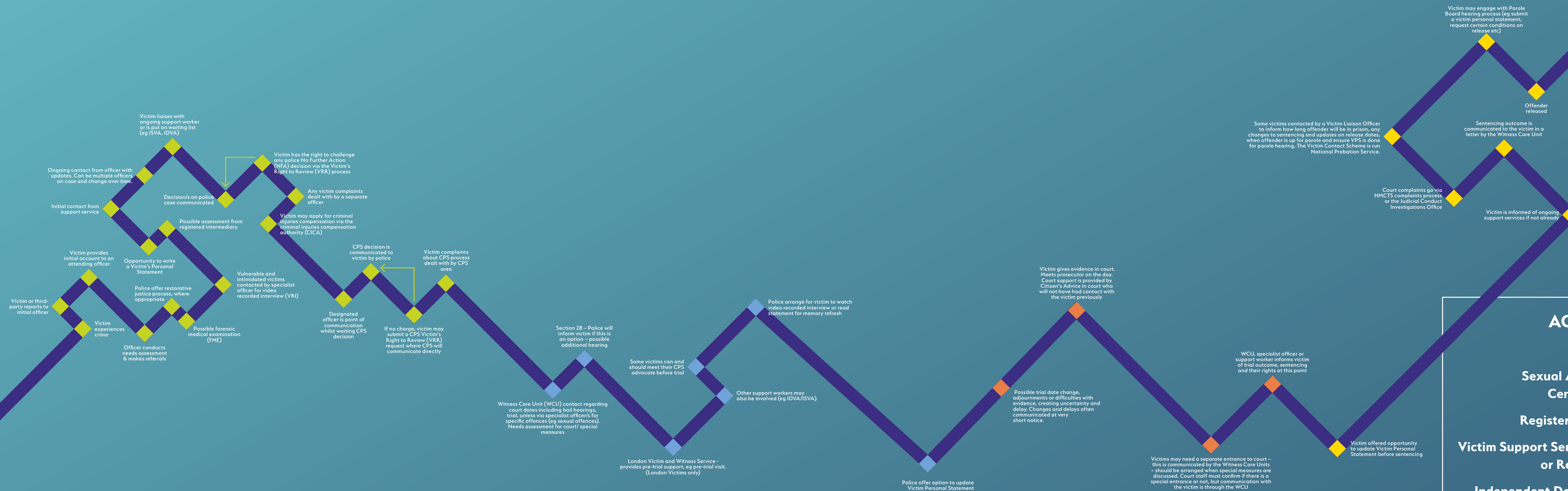
Victim Services (e.g. counselling)

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THE LONDON **victims** summit



## AGENCIES

Police

Sexual Assault Referral Centre (SARC)

Registered Intermediary

Victim Support Services (e.g. Victim Support, or Referral Hubs)

Independent Domestic/Sexual Violence Adviser (IDVA/ISVA)

Crown Prosecution Service (CPS)

Criminal Injuries Compensation Authority

London Victim and Witness Service

Witness Care Unit

Citizens Advice Bureau

Her Majesty's Courts and Tribunal Service

National Probation Service

Parole Board

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