

Service	Victim Liaison	Version	P5.0
Document	Service Specification	Sign-off Complete	MCB-OCT



Ministry  
of Justice

# Service Specification for

## Victim Liaison

# Service Specification Document

This document defines the service, including the required outcome(s) and outputs. As part of an SLA or Contract, the national minimum outputs in this document are mandatory for all providers. The document can also contain optional outputs that are available for Commissioners to commission.

### 1. Service Specification Document

Service	Victim Liaison	Version	P5.0
Document	Service Specification	Sign-off Complete	MCB-OCT

Version Control Table		
Version No.	Reason for Issue / Changes	Date Issued
P1.0	First publication	05/10/2009
P1.1	Re-issued with supporting documents	29/10/2009
P2.0	Updated sign-off and distribution history	26/07/2010
P2.1	Unmerged rows in output table, moved row number column in output table to left hand side, replaced header table with latest version, replaced DOM with Commissioner - DC	10/03/2011
P2.2	Replaced Offender Manager with Responsible Officer – DC	21/03/2011
AFP1.0	<p>Available for Planning Purposes version. Prepared for MOJ website to assist with forward planning, following revisions to align with the Rehabilitation Programme.</p> <p><u>Strategic context</u>: Standard wording inserted about Transforming Justice programme, equalities and female offenders.</p> <p><u>Example measurement method for commissioners</u>: Updated in line with the performance and assurance framework.</p> <p><u>Specification outputs</u>: Additional wording added to output row 20, introducing requirement to inform victims of restricted hospital patients, who have opted into the Victim Contact Service, when community leave is approved for restricted patients, except in exceptional circumstances. Change aligns with recent Ministerial commitment.</p> <p>Output 27 (satisfaction survey): Reference to example measurement assurance methods updated to quote OM032 victim feedback questionnaire/process.</p> <p>Minor updates to non-mandatory references where applicable.</p>	10/03/2014
P3.0	Go live version. No significant changes made. Reference to new PI 48/2014 Victim Contact Scheme Guidance Manual inserted.	03/06/2014
P4.0	<p>Various revisions made in line with the Probation E3 Programme, to provide clarity to the service.</p> <p><b>Key outcomes</b>: New outcome added: Victims feel that they</p>	03-12-2015

Service	Victim Liaison	Version	P5.0
Document	Service Specification	Sign-off Complete	MCB-OCT

	<p>have been treated with sensitivity, dignity and respect.</p> <p><b>Definition of Service:</b> Revised to express statutory duties more clearly.</p> <p><b>Service Elements:</b> “Contact offered to eligible victims or next of kin within eight weeks of sentence” amended to: “Contact offered to statutory victims or next of kin”. Timescale now captured in service outputs.</p> <p>New service elements added, to cover non-statutory cases: “Consideration given to offering contact to victims who do not meet the statutory threshold” &amp; “Contact offered to discretionary victims in a timely manner...” Other minor changes.</p> <p><b>Out of Scope/Dependent Service Elements:</b> Separated. Out of scope: added ‘Restorative Justice’ to reinforce distinct VLO role. Dependent: added offender management specification.</p> <p><b>Strategic Context:</b> Text about ‘Female Offenders’ removed as not considered relevant to this service.</p> <p><b>National Minimum:</b> Definition of terms added.</p> <p><u>New outputs:</u> Row 3 (<i>consider any requests to offer discretionary contact on case by case basis</i>); row 12 (<i>use discretion to provide information above baseline</i>); row 13 (<i>explain Sex Offender Notification Requirements</i>); row 17 (<i>VLU staff manage victim’s expectations</i>); row 19 (<i>make reasonable attempts to confirm validity of any new information in Victim Personal Statement</i>); row 29 (<i>attempt to seek views of victims</i>); row 31 (<i>investigation of complaints</i>); row 32 (<i>out of hours arrangements</i>); row 33 (<i>exchange of information</i>); row 34 (<i>recording of statistics</i>); row 35 (<i>avoiding contacting victim on sensitive dates</i>); row 36 (<i>VLO supports senior managers in the delivery of SFO Victim Summary Reports</i>).</p> <p><u>Amended outputs:</u> Row 1 (<i>statutory contact</i>): additional wording - offer of second contact later in the sentence. Row 2 (<i>information obtained</i>): added sensitive dates and anniversaries to list. Row 4: reworded to align with amended criteria for discretionary contact. Row 5 (<i>old row 3</i>): replaced case worker with Victim Liaison Officer to clarify that role is for trained VLOs.</p>	
--	---	--

Service	Victim Liaison	Version	P5.0
Document	Service Specification	Sign-off Complete	MCB-OCT

	<p>Row 6 (<i>old row 5 – personal contact with victim and information provided</i>): detail added. Row 11 (<i>old row 10 – new developments</i>): Clearer explanation of key milestones and the need to formally record contact. Row 14 (<i>old row 11 – report unwanted contact attempts</i>): detail added. Row 16 (<i>old row 14 – opportunity to make representations</i>): details added, to align with Code of Practice. Row 18 (<i>old row 15 - Parole Board hearings</i>): detail added. Row 21 (<i>old row 17 - Release conditions</i>): detail added. Row 24 (<i>old row 22 - restricted patients/information</i>): Additional text added - VLO registers involvement with case with NOMS Mental Health Casework Section. Row 25 (<i>old row 23 - liaison takes place</i>): Added reference to transfer. Casework section name updated. Output 28 (<i>old row 26 - responses to media</i>): wider requirements added.</p>	
P5.0	<p>Review of specification – minor changes made page 10, 11,14,15,16,17 and page 20, 7<sup>th</sup> column, date of the Code of Practice for Victims changed from October 2013 to October 2015. Page 12 row 8 columns 3, on the VCMS database. Page 13 5<sup>th</sup> bullet point added, e.g HMP tariff. Page 14 row 11 continued added, and recorded on VCMS. Page16, 3rd column, 2<sup>nd</sup> paragraph deleted, ‘and attending parole hearings.’ Page 21 row 2<sup>nd</sup> row 8<sup>th</sup> column added Northern Ireland Protocol reference</p>	14/3/17

Service	Victim Liaison	Version	P5.0
Document	Service Specification	Sign-off Complete	MCB-OCT

## Introduction to Victim Liaison Specification

1.	<b>Service Name</b>	<b>Victim Liaison</b>
2.	<b>Key Outcome(s) for Service</b>	Information is provided to victims of violent and sexual offences under the Victim Contact Service (VCS). Victims feel that they have been treated with sensitivity, dignity and respect.
3.	<b>Definition of Service</b>	<p>The NPS Victim Contact Service has a statutory duty under the Code of Practice for Victims of Crime, which was created in line with Section 35 of the Domestic Violence Crime and Victims Act (2004), to:</p> <ul style="list-style-type: none"> <li>• Contact victims of specified sexual and violent offences when the offender is sentenced to 12 months' imprisonment or more</li> <li>• Provide information about key stages of an offender's sentence in a way that manages victims' expectations about the criminal justice system</li> <li>• Ascertain whether they want to be informed of any conditions to which the offender may be subject on release which affect them or their family. These are usually non-contact or geographical exclusion conditions</li> <li>• Ascertain whether they want to make any representations regarding victim related conditions to the body considering release.</li> <li>• Ascertain whether they want to submit a Victim Personal Statement to the Parole Board and to apply to attend oral hearings</li> </ul>
4.	<b>Service Elements in Scope</b>	<p>A: Contact offered to statutory victims or next of kin  B: Consideration given to offering contact to victims who do not meet the statutory threshold  C: Contact offered to discretionary victims in a timely fashion based on the needs of the victim  D: Information provided and explained to victims who take up the VCS  E: All reasonable steps taken to consult with the victim and offer them the opportunity to make representation to bodies making decisions about the offender's release  F: Relevant information on the victim's perception or circumstances provided to staff within the National Probation and Prison Services and other agencies tasked with managing the risk presented by or to the offender and others  G: Information provided to victims regarding mentally disordered offenders who are detained in hospital and those granted conditional discharge  H: There is effective multi-agency working</p>

Service	Victim Liaison	Version	P5.0
Document	Service Specification	Sign-off Complete	MCB-OCT

		I: There is effective management of media issues J: Victims are satisfied with the service they receive
5.	<b>Out of Scope Service Elements</b>	<ul style="list-style-type: none"> <li>• Victim Awareness work</li> <li>• Women's Safety work</li> <li>• Restorative Justice</li> </ul>
6.	<b>Dependent Service Elements</b>	<ul style="list-style-type: none"> <li>• Manage the Custodial &amp; Post Release periods specification: Requires responsible officer to consider the needs and concerns of victims in liaison with Victim Liaison Services when planning the sentence</li> </ul>
7.	<b>Strategic Context</b>	<p>The specification aligns with the Ministry of Justice (MOJ) <i>Transforming Rehabilitation: A Strategy for Reform</i> document published in May 2013. This outlines the services to be provided by the National Probation Service and prisons, and the services to be delivered by contracted providers.</p> <p>The National Probation Service holds responsibility for advice to courts, and management of MAPPA/high risk of serious harm and other public interest offenders. For low and medium risk of serious harm cases, the National Probation Service must also respond to information from the contracted provider that suggests that there may be a potential escalation to high risk of serious harm, undertake renewed risk assessments and take on the responsibility for the management of any cases in which risk of serious harm has become high.</p> <p>This specification requires effective working arrangements between the provider delivering the victim liaison service and other agencies involved with the victim. This is an area of work which is accorded high priority by ministers.</p> <p>The service operates in accordance with the statutory requirements in the Domestic Violence, Crime and Victims Act (2004), sections 35-44 and the Code of Practice for Victims of Crime (revised October 2015). The statutory duty includes the victims of mentally disordered offenders made subject to Hospital Orders or Transfer Directions with restrictions. The Mental Health Act 2007 introduced responsibilities in relation to those without restrictions but the role is limited to the identification and initial consultation with victims. The continuing victim liaison role is the duty of Hospital Managers.</p> <p>Victims are offered information at key points of the offender's sentence and the opportunity to make representations about the conditions of release, as well as to provide a Victim Personal statement to the Parole Board.</p> <p>Relevant information about the victim's experience and perspective, including any new information</p>

Service	Victim Liaison	Version	P5.0
Document	Service Specification	Sign-off Complete	MCB-OCT

		<p>about the risk the offender presents, is passed to the Responsible Officer (Offender Manager or Responsible Clinician) to inform the continuing risk assessment of the offender and reports to the Parole Board. Victim Liaison Officers also provide this information to MAPPA where appropriate.</p> <p>Her Majesty's Inspector of Probation has issued three thematic reports on victim work to date: "Ensuring the Victim Matters" (2000), "Valuing the Victim" (2003), and "An Inspection of the Victim Contact Arrangements in Probation Trusts" (November 2013). The first two of these reports recommend measures to boost the take up of the service by victims, especially through the early offer of a firm face to face appointment (usually a home visit), rather than a general offer of contact which depends on the victim actively taking this up. This has been incorporated into national policy which aims to be proactive in identifying and meeting victim need wherever possible, rather than simply adhering to the minimum requirement, although information on how satisfied victims are with the service they receive is limited. The aim of maximising take up has also prompted the inclusion of gender and ethnicity data in national monitoring returns so that low responses from groups can be identified and addressed PC 71/2005: Victim Contact: National Victim Monitoring Form). The latest report recommended that meetings or telephone conversations were followed up in writing, and that offender managers took account of victim issues in their risk management plans.</p> <p><b>Equalities</b></p> <p>Under the Equality Act 2010, the Ministry of Justice has an ongoing legal duty to pay 'due regard' to the need to: eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct; advance equality of opportunity between different groups (those who share a protected characteristic and those who do not); and, foster good relations between different groups. Providers are required to act in accordance with this duty, as well as the more general provisions of the Equality Act.</p>
8.	<b>Flexibility</b>	All the outputs in this specification are mandatory – referred to as the <b>National Minimum</b> .
9.	<b>Reference to Supporting Documents</b>	Supporting documents to be determined.
10.	<b>Example Methods of Measurement / Assurance</b>	Delivery under this specification is subject to the requirements set out in the NPS SLA; the CRC Contract (Schedule 9 - Service Levels and Service Credits and Schedule 21 - Management Information); and NOMS Performance Reports. These documents include information about key performance measures, equalities data, management information, quality assurance and inspection activities.

Service	Victim Liaison	Version	P5.0
Document	Service Specification	Sign-off Complete	MCB-OCT

11.	<b>References for Detailed Mandatory Instructions</b>	<p>Probation Instruction (PI) 03/2010 Implementation of the Victim Liaison Service Specification was issued to support the introduction of this specification.</p> <p>Other references for mandatory instructions are captured in the specification.</p>
12.	<b>References for Non-Mandatory Guidance</b>	<p>PI 48/2014 Victim Contact Scheme Guidance Manual</p> <p>Other references for non-mandatory guidance are captured in the specification.</p>
13.	<b>Review</b>	Review cycle to be determined.



Service	Victim Liaison	Version	P5.0
Document	Service Specification	Sign-off Complete	MCB-OCT

## Specification

### Definitions used in this Specification:

**Eligible Victim:** Victim of an offence where there has been a conviction and custodial sentence

**Statutory Victim:** Victim of a specified violent or sexual offence where the offender has been sentenced to 12 months or more imprisonment after April 2001 (following the introduction of the Victim Contact Service (VCS), which arose from the Criminal Justice and Court Service Act 2000), a restricted hospital order from 1 July 2005 (following the introduction of the DVCV Act 2004), or an unrestricted hospital order from 3 November (following the introduction of the Mental Health Act 2007). Where the victim is dead, or under the age of eighteen, this is offered to the next of kin

**Non-statutory Victim:** Victim of an offence where there has been a conviction and custodial sentence, and either the conviction was for a non specified offence and/or the sentence was under 12 months, or victim met statutory criteria, but offender was sentenced before relevant legislation came into force

**Discretionary Victim:** A non-statutory victim who has been accepted into the VCS.

**Discretionary Victim where there has been a relevant conviction:** Discretionary Victim where the offender's custodial sentence is due to an offence against that victim

Note: In the outputs for rows 5-37, the term 'victim' rather than 'victim or next of kin' is applied, to reflect that those statutory or discretionary next of kin who are accepted into the VCS are then referred to as the 'victim'.

### National Minimum

Row	Service Element	Outputs / Output Features	Applicable Offender / Victim Types	Policy Theme	Example Methods of Measurement / Assurance	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
1.	Contact offered to statutory victims or next of kin	All statutory victims are identified and, unless contact is declined via Witness Care Units, offered contact in writing within eight weeks of sentence. Any additional needs are identified e.g. vulnerability, disability, different language needs.  If nothing is heard, a second offer of contact is made further into the sentence, or where there is a significant development.	Statutory victims	Public Protection	Contract/SLA Management and/or Audit	Domestic Violence, Crime and Victims Act 2004 Sections 35-44	

Service	Victim Liaison	Version	P5.0
Document	Service Specification	Sign-off Complete	MCB-OCT

<b>Row</b>	<b>Service Element</b>	<b>Outputs / Output Features</b>	<b>Applicable Offender / Victim Types</b>	<b>Policy Theme</b>	<b>Example Methods of Measurement / Assurance</b>	<b>References for Detailed Mandatory Instructions</b>	<b>References for Non-Mandatory Guidance</b>
2.	Relevant information on the victim's perception or circumstances provided to staff within the National Probation and Prison Services and other agencies tasked with managing the risk presented by or to the offender and others	<p>Accurate information is obtained as follows:</p> <ul style="list-style-type: none"> <li>The identity (ies), age(s) and location(s) of the victim(s)/ next of kin and any needs which may require specialist service provision</li> <li>The current location and sentence details of the offender</li> <li>The circumstances of the offence</li> <li>The identity of the Responsible Officer</li> <li>Information about relevant risk issues which could have an impact on the safety of the victim/ next of kin, the offender or any other member of the public</li> <li>Sensitive dates and anniversaries when caution must be taken in contacting the victim</li> </ul>	Statutory and Discretionary victims	Public Protection	Contract/SLA Management and/or Audit	Code of Practice for Victims of Crime (October 2015)	
3.	Consideration given to offering contact to victims who do not meet the statutory threshold	Any request received to offer discretionary contact is considered on a case by case basis within two weeks of referral, where there has been a conviction and custodial sentence.	Non-Statutory victims	Public Protection	Contract/SLA Management and/or Audit		<p>NOMS Domestic Abuse Policy and Strategy (currently being revised)</p> <p>Victim Contact Scheme Guidance Manual 2014, Chapter 3 – Victim eligibility for the VCS</p>

Service	Victim Liaison	Version	P5.0
Document	Service Specification	Sign-off Complete	MCB-OCT

<b>Row</b>	<b>Service Element</b>	<b>Outputs / Output Features</b>	<b>Applicable Offender / Victim Types</b>	<b>Policy Theme</b>	<b>Example Methods of Measurement / Assurance</b>	<b>References for Detailed Mandatory Instructions</b>	<b>References for Non-Mandatory Guidance</b>
4.	Contact offered to discretionary victims in a timely fashion based on the needs of the victim	Discretionary contact is offered, if requested, to victims/next of kin who meet the statutory criteria but where the sentence pre-dates the relevant legislation. In cases that do not meet the statutory requirement, the Head of the Victims Policy Team, who will liaise with legal advisors as necessary, is consulted as to whether contact is offered.	Non-statutory victims	Public Protection	Contract/SLA Management and/or Audit		NOMS Domestic Abuse Policy and Strategy  Victim Contact Scheme Guidance Manual 2014, Chapter 3 – Victim eligibility for the VCS
5.	Information provided and explained to victims who take up the VCS	The victim is allocated an appropriate Victim Liaison Officer.	Statutory and Discretionary victims	Public Protection	Contract/SLA Management and/or Audit		
6.	Information provided and explained to victims who take up the VCS	Personal contact is made with victim and they are provided with information about the sentence, including potential appeals and reviews of tariff, the process and timing of any releases into the community, and transfers from closed to open conditions or to other forms of detention, together with the functions and working of MAPPA and the Parole Board. Information is explained clearly and is followed up in writing unless the victim does not want information followed up in writing.	Statutory and Discretionary victims	Public Protection	Contract/SLA Management and/or Audit	Domestic Violence Crime and Victims Act 2004 Sections 35-44  Code of Practice for Victims of Crime (October 2015)	Victim Contact Scheme Guidance Manual 2014, Chapter 5 (especially 5.2.1, 5.2.2, 5.3, 5.4)
7.	Information provided and explained to victims who take up the VCS	Victims are referred or signposted to appropriate local agencies/charities such as Victim Support as required.	Statutory and Discretionary victims	Public Protection	Contract/SLA Management and/or Audit		Victim Contact Scheme Guidance Manual 2014, Section 1.6.2

Service	Victim Liaison	Version	P5.0
Document	Service Specification	Sign-off Complete	MCB-OCT

Row	Service Element	Outputs / Output Features	Applicable Offender / Victim Types	Policy Theme	Example Methods of Measurement / Assurance	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
8.	Information provided and explained to victims who take up the VCS	A clear record is kept of contact with victims and stored separately from offender records on the VCMS database.	Statutory and Discretionary victims	Public Protection	Contract/SLA Management and/or Audit		Victim Contact Scheme Guidance Manual 2014, Section 7.7.1  <u>VCMS User Guidance</u>
9.	Information provided and explained to victims who take up the VCS	Where the contact has indicated any risk, issues relating to the victim, offender or others, this is reported to the Responsible Officer and other agencies e.g. Child Protection; Domestic Violence Unit. This is done in a way which safeguards the victim as far as possible from any potential harm which might arise from this.	Statutory and Discretionary victims	Public Protection	Contract/SLA Management and/or Audit	Children Act 2004 Section 11  Working Together to Safeguard Children. A guide to inter-agency working to safeguard and promote the welfare of children (HM Government, March 2013)	Laming Report  Victim Contact Scheme Guidance Manual 2014, Section 7.2.2; Chapter 15 – Safeguarding considerations; Section 25.10.2
10.	Relevant information on the victim's perception or circumstances provided to staff within the National Probation and Prison Services and other agencies tasked with managing the risk presented by or to the offender and others	Victim Liaison Unit staff contribute to relevant MAPPA meetings, attending where appropriate.	Statutory and Discretionary victims of offender's subject to MAPPA	Public Protection	Contract/SLA Management and/or Audit		MAPPA Guidance Manual
11.	Information provided and explained to victims who take up the VCS	The victim is provided with verified information on any new developments when any of the following are due to take place and informed of relevant outcomes: <ul style="list-style-type: none"> <li>• Re-categorisation between</li> </ul>	Statutory and Discretionary victims	Public Protection	Contract/SLA Management and/or Audit		Victim Contact Scheme Guidance Manual 2014, Section 5.2  <u>VCMS User Guidance</u>

Service	Victim Liaison	Version	P5.0
Document	Service Specification	Sign-off Complete	MCB-OCT

<b>Row</b>	<b>Service Element</b>	<b>Outputs / Output Features</b>	<b>Applicable Offender / Victim Types</b>	<b>Policy Theme</b>	<b>Example Methods of Measurement / Assurance</b>	<b>References for Detailed Mandatory Instructions</b>	<b>References for Non-Mandatory Guidance</b>
		<p>open and closed conditions</p> <ul style="list-style-type: none"> <li>• Details and outcome of any Appeal</li> <li>• Release on Temporary Licence, Home Detention Curfew decisions</li> <li>• Community leave decisions for restricted patients</li> <li>• Early release on compassionate grounds</li> <li>• Hospital Orders/ Restriction Orders/Transfers to hospital made during sentence</li> <li>• Tariff of life sentence prisoner set, reduced, changed or reaches expiry e.g. HMP Tariff Review</li> <li>• Application for move to open conditions</li> <li>• Parole or Tribunal (Mental Health) hearings (the purpose and remit of the Parole Board/ Tribunal is clearly explained)</li> <li>• MAPPAs meeting where victim issues will be discussed</li> <li>• Recall; Appeal against recall; Re-release</li> <li>• Escape or Abscond from Prison or Approved Premises</li> <li>• Relevant changes in immigration status, including</li> </ul>					

Service	Victim Liaison	Version	P5.0
Document	Service Specification	Sign-off Complete	MCB-OCT

<b>Row</b>	<b>Service Element</b>	<b>Outputs / Output Features</b>	<b>Applicable Offender / Victim Types</b>	<b>Policy Theme</b>	<b>Example Methods of Measurement / Assurance</b>	<b>References for Detailed Mandatory Instructions</b>	<b>References for Non-Mandatory Guidance</b>
		<p>deportation</p> <ul style="list-style-type: none"> <li>• Death of offender</li> <li>• Closure of case</li> </ul> <p>A record of any telephone call to a victim giving such information should be made and followed up in writing and recorded on VCMS.</p> <p>As a minimum, an annual update letter should be sent to the victim, unless the victim has already been contacted regarding developments in the previous twelve-month period.</p>					
12.	Information provided and explained to victims who take up the VCS	Use discretion to provide information to victims, other than baseline information, exceptionally, and if considered appropriate, taking legal advice where necessary to ensure compliance with data protection and other relevant legislation.	Statutory and Discretionary victims	Public Protection		Domestic Violence Crime and Victims Act 2004 Sections 35-44	Victim Contact Scheme Guidance Manual 2014, Section 5.6
13.	Information provided and explained to victims who take up the VCS	Sex Offender Notification Requirements are fully explained to the victim where these apply to the offender, including full information of the registration review process.	Statutory and Discretionary victims	Public Protection	Contract/SLA Management and/or Audit	Sex Offences Act 2003 (Notification Requirements England & Wales)) Regulations 2012	Victim Contact Scheme Guidance Manual 2014; Chapter 39 – Sex Offenders
14.	There is effective multi-agency working	Unwanted attempts by a prisoner on licence to contact a victim are reported to the OM. Where the prisoner remains detained, NOMS security group and the prison governor, as well as the OM, are	Statutory and Discretionary victims	Public Protection	Contract/SLA Management and/or Audit	Code of Practice for Victims of Crime (October 2015)	Victim Contact Scheme Guidance Manual 2014; Chapter 23 – Unwanted contact from prisoners

Service	Victim Liaison	Version	P5.0
Document	Service Specification	Sign-off Complete	MCB-OCT

<b>Row</b>	<b>Service Element</b>	<b>Outputs / Output Features</b>	<b>Applicable Offender / Victim Types</b>	<b>Policy Theme</b>	<b>Example Methods of Measurement / Assurance</b>	<b>References for Detailed Mandatory Instructions</b>	<b>References for Non-Mandatory Guidance</b>
		informed.					
15.	Information provided and explained to victims who take up the VCS	The records of meetings with victims are shared and agreed with them.	Statutory and Discretionary victims	Public Protection	Contract/SLA Management and/or Audit		Victim Contact Scheme Guidance Manual 2014, Section 12.5.7
16.	All reasonable steps taken to consult with the victim and offer them the opportunity to make representation to bodies making decisions about the offender's release	<p>The victim is contacted and given the opportunity to make representations about the details of licence conditions or supervisory conditions. The victim's representations are submitted to the decision makers in their entirety, even if the OM or MAPPA do not support them, particularly if large exclusion zones have been requested. Victims are supported to make the application by the VLO so it is as robust as possible.</p> <p>Victims are consulted if there are any proposals to amend existing licence conditions relating to victims or relax them, eg. allow offender into exclusion zone on compassionate grounds.</p>	Statutory; Discretionary victims where there has been a relevant conviction	Public Protection	Contract/SLA Management and/or Audit	<p>Domestic Violence, Crime and Victims Act 2004 Sections 35-44</p> <p>Code of Practice for Victims of Crime (October 2015)</p>	Victim Contact Scheme Guidance Manual 2014, Sections 30.3.1 – 30.7.10

Service	Victim Liaison	Version	P5.0
Document	Service Specification	Sign-off Complete	MCB-OCT

<b>Row</b>	<b>Service Element</b>	<b>Outputs / Output Features</b>	<b>Applicable Offender / Victim Types</b>	<b>Policy Theme</b>	<b>Example Methods of Measurement / Assurance</b>	<b>References for Detailed Mandatory Instructions</b>	<b>References for Non-Mandatory Guidance</b>
17.	Victims are satisfied with the service they receive	Victim Liaison Unit staff manage the victim's expectations in all their dealings with them.	Statutory and Discretionary victims	Public Protection		Code of Practice for Victims of Crime (October 2015)	Victim Contact Scheme Guidance Manual 2014, Section 12 – Initial contact between the victim and Probation
18.	All reasonable steps taken to consult with the victim and offer them the opportunity to make representation to bodies making decisions about the offender's release	<p>In the case of Parole Board hearings, victims are informed of their right to submit a Victim Personal Statement and given as much time as possible for its preparation. The purpose and role of the VPS in the parole process, including non-disclosure and withdrawal processes, is clearly explained to victims so they can make an informed decision about whether to make one.</p> <p>Victims are supported and assisted in preparing the VPS. Victims are assisted in deciding if they want to make an application for non-disclosure, with such applications sent to PPCS.</p> <p>Victims are assisted to access any available support for travelling to Parole Board hearings to read a VPS or hear their VPS being read aloud.</p>	Statutory; Discretionary victims where there has been a relevant conviction	Public Protection	Contract/SLA Management and/or Audit	<p>Ministerial Commitment in CJ review - September 2006</p> <p>Code of Practice for Victims of Crime (October 2015)</p>	Victim Contact Scheme Guidance Manual 2014, Chapter 25 - Victim Personal Statements



Service	Victim Liaison	Version	P5.0
Document	Service Specification	Sign-off Complete	MCB-OCT

<b>Row</b>	<b>Service Element</b>	<b>Outputs / Output Features</b>	<b>Applicable Offender / Victim Types</b>	<b>Policy Theme</b>	<b>Example Methods of Measurement / Assurance</b>	<b>References for Detailed Mandatory Instructions</b>	<b>References for Non-Mandatory Guidance</b>
19.	All reasonable steps taken to consult with the victim and offer them the opportunity to make representation to bodies making decisions about the offender's release	If the VPS contains new risk information, the VLO makes reasonable attempts to confirm the validity of the information. Where information cannot be confirmed, the VLO submits a covering letter to the Parole Board, via the Public Protection Casework Section, explaining what has been done to investigate the information and what could not be verified.	Statutory; Discretionary victims where there has been a relevant conviction	Public Protection	Contract/SLA Management and/or Audit	Ministerial Commitment in CJ review - September 2006  Code of Practice for Victims of Crime (October 2015)	Victim Contact Scheme Guidance Manual 2014, Chapter 25 - Victim Personal Statements
20.	All reasonable steps taken to consult with the victim and offer them the opportunity to make representation to bodies making decisions about the offender's release	Maps are prepared defining proposed exclusion zones in support of any application for the inclusion of such a zone in the offender's licence and are shared with the Responsible Officer in time for inclusion in the parole dossier or governor's consideration.	Statutory and Discretionary victims	Public Protection	Contract/SLA Management and/or Audit		Victim Contact Scheme Guidance Manual 2014, Chapter 30 - Licence Conditions; especially Sections 30.7.1–30.7.10
21.	Information provided and explained to victims who take up the VCS	Victims are informed of any conditions attached to the offender's release which relate to them with explanation of how they work and process for their amendment.	Statutory and Discretionary victims	Public Protection	Contract/SLA Management and/or Audit	Code of Practice for Victims of Crime (October 2015)	Victim Contact Scheme Guidance Manual 2014, Section 30.3
22.	Relevant information on the victim's perception or circumstances provided to staff within the National Probation and Prison Services and other agencies tasked with managing the risk presented by or to the offender and others	The Victim Liaison Officer makes the Responsible Officer aware of any risk issues.	Statutory and Discretionary victims	Public Protection	Contract/SLA Management and/or Audit		Victim Contact Scheme Guidance Manual 2014, Sections 1.6.2, 1.6.3, 7.1.4  MAPPA Guidance  OASys Manual

Service	Victim Liaison	Version	P5.0
Document	Service Specification	Sign-off Complete	MCB-OCT

<b>Row</b>	<b>Service Element</b>	<b>Outputs / Output Features</b>	<b>Applicable Offender / Victim Types</b>	<b>Policy Theme</b>	<b>Example Methods of Measurement / Assurance</b>	<b>References for Detailed Mandatory Instructions</b>	<b>References for Non-Mandatory Guidance</b>
23.	Relevant information on the victim's perception or circumstances provided to staff within the National Probation and Prison Services and other agencies tasked with managing the risk presented by or to the offender and others	If the victim of an unrestricted patient consents, their details are passed to Hospital Managers who have statutory responsibility for ongoing victim liaison. The service provided by the VLO will then end.	Statutory and Discretionary victims	Public Protection	Contract/SLA Management and/or Audit	Mental Health Act 2007 Schedule 6	Victim Contact Scheme Guidance Manual 2014, Chapter 36 – Mentally disordered offenders
24.	Information provided to victims regarding mentally disordered offenders who are detained in hospital and those granted conditional discharge	For restricted patients, victims receive information about Hospital Orders, Transfer Directions together with their right to make representation on conditions to Mental Health Tribunals considering if a patient is to be conditionally discharged.  Victim Liaison Officers register their involvement with a case with the Mental Health Casework Section in NOMS as soon as the victim opts into the Victim Contact Service.	Statutory and Discretionary victims	Public Protection	Contract/SLA Management and/or Audit	Domestic Violence, Crime and Victims Act 2004, Sections 35-45  Mental Health Act 2007 Schedule 6	Victim Contact Scheme Guidance Manual 2014, Chapter 36 – Mentally disordered offenders
25.	Information provided to victims regarding mentally disordered offenders who are detained in hospital and those granted conditional discharge	Liaison takes place at key points with bodies such as Tribunals and the Mental Health Casework Section when considering leave, transfer or discharge.	Statutory and Discretionary victims	Public Protection	Contract/SLA Management and/or Audit	Domestic Violence, Crime and Victims Act 2004, Sections 35-45  Mental Health Act 2007 Schedule 6	Victim Contact Scheme Guidance Manual 2014, Chapter 36 – Mentally disordered offenders
26.	Information provided to victims regarding mentally disordered offenders who are detained in hospital and those granted conditional discharge	Whilst the offender remains a restricted patient, cases continue to be monitored.	Statutory and Discretionary victims	Public Protection	Contract/SLA Management and/or Audit	Domestic Violence, Crime and Victims Act 2004, Sections 35-45	Victim Contact Scheme Guidance Manual 2014, Chapter 36 – Mentally disordered offenders

Service	Victim Liaison	Version	P5.0
Document	Service Specification	Sign-off Complete	MCB-OCT

27.	There is effective multi-agency working	<p>There is effective exchange of information and contribution to victim risk management plans and case conferencing between agencies. There is attendance at relevant case conferencing and professional meetings.</p> <p>VLOs are vigilant to safeguarding concerns about children and vulnerable adults when they are undertaking victim contact work, and share information if they are concerned about the potential risk of harm to a child or vulnerable adult in accordance with local policies.</p>	Statutory and Discretionary victims	Public Protection	Contract/SLA Management and/or Audit	Children Act 2004 Section 11	<p>MAPPA Guidance</p> <p>NOMS Public Protection Manual</p> <p>NOMS Risk of Harm Training Pack</p> <p>Working Together to Safeguard Children 2013</p> <p>Laming Report</p> <p>Victim Contact Scheme Guidance Manual 2014 (especially Section 7.2)</p>
28.	There is effective management of media issues	There is effective exchange of information, including liaison with NOMS Victim Policy Team and the MoJ Press Office, and an appropriate agency response is made to media issues. This will include proposals by Ministry of Justice Press Office to include prisoners in media productions, in which cases the Press Office will ask VLUs via NOMS Policy Team to contact victims to inform them or seek their views.	Eligible victims	Public Protection	Contract/SLA Management and/or Audit		<p>Victim Contact Scheme Guidance Manual 2014, Chapter 8 – Working with NOMS</p> <p>Departmental Policy on Dealing with Media</p> <p>SFO Policy</p>
29.	Victims are satisfied with the service they receive	The VLO should attempt to seek views of victims, including those who have not opted into the VCS, when requested by the NOMS Victim Policy Team in line with Ministerial enquiries, NOMS or NHS supported documentaries or because it is in the public interest.	Statutory victims	Public Protection	Contract/SLA Management and/or Audit		Victim Contact Scheme Guidance Manual 2014, Section 8

Service	Victim Liaison	Version	P5.0
Document	Service Specification	Sign-off Complete	MCB-OCT

30.	Victims are satisfied with the service they receive	Victims are given the opportunity to complete a satisfaction survey.	Statutory and Discretionary victims	Public Protection	OM032 Victim Feedback Questionnaire / Process		
31.	Victims are satisfied with the service they receive	Complaints from victims are investigated and addressed within agreed target dates to agreed procedures, with acknowledgements, if required, issued within 10 working days.	Eligible victims	Public Protection	Contract/SLA Management and/or Audit	Code of Practice for Victims of Crime (October 2015)	Victim Contact Scheme Guidance Manual 2014, Section 9
32.	Information provided and explained to victims who take up the VCS	Effective out of hours' arrangements are put in place to enable victims to be informed of key information, such as absconds, before the next working day, if this is considered necessary. In the case of an abscond or escape, liaison takes place with the police to consider how and when to tell the victim.	Statutory and Discretionary victims	Public Protection	Contract/SLA Management and/or Audit		Victim Contact Scheme Guidance Manual 2014, Section 29.2
33.	There is effective multi-agency working	The Responsible Officer informs the VLO in a timely manner of any developments or issues where information is either required from the victim or should be given to the victim.	Statutory and Discretionary victims	Public Protection	Contract/SLA Management and/or Audit	Code of Practice for Victims of Crime (October 2015)	Victim Contact Scheme Guidance Manual 2014, Sections 1.7 and 36.2
34.	Relevant information on the victim's perception or circumstances provided to staff within the National Probation and Prison Services and other agencies tasked with managing the risk presented by or to the offender and others	Relevant statistical information is recorded where received regarding the nine protected characteristics, to allow the publication of national data.	Statutory and Discretionary victims	Public Protection	Contract/SLA Management and/or Audit	Equality Act 2010	

Service	Victim Liaison	Version	P5.0
Document	Service Specification	Sign-off Complete	MCB-OCT

35.	Victims are satisfied with the service they receive	The VLO avoids contacting victims on sensitive dates and anniversaries unless necessary or by prior agreement.	Statutory and Discretionary victims	Public Protection	Contract/SLA Management and/or Audit	Practice for Victims of Crime (October 2015)	Victim Contact Scheme Guidance Manual 2014, Section 14.1.5
36.	Victims are satisfied with the service they receive	The VLO supports senior managers in the delivery of Serious Further Offence Victim Summary Reports.	Statutory and Discretionary victims	Public Protection	Contract/SLA Management and/or Audit		Victim Contact Scheme Guidance Manual 2014, Section 34  SFO Policy – PI 4/2013
37.	Information provided and explained to victims who take up the VCS	If a victim leaves England and Wales, reasonable steps are taken to maintain contact.	Statutory and Discretionary victims	Public Protection	Contract/SLA Management and/or Audit		Victim Contact Scheme Guidance Manual 2014, Chapter 4 – Out of jurisdiction victim contact  Northern Ireland protocol. Agreed by Sonia Crozier and circulated in January 2017.