

## London Victims' Board April 2020

### Record of Meeting

Attendees	
Independent Victims Commissioner (chair)	VC
Mayors Office for Policing and Crime	MOPAC
Victims Reference Group	VRG
National Health Service	NHS
Metropolitan Police Service	MPS
Ministry of Justice	MoJ
National Health Service	NHS
Metropolitan Police Service	MPS
Ministry of Justice	MoJ
National Probation Service	NPS
Crown Prosecution Service	CPS
Her Majesty's Courts and Tribunals Service	HMCTS
Victim Support (LVWS)	VS
Judiciary	J
Parole Board	PB
Magistrates Association	MA
Independent Bar Council	IBC

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### Agenda Items

**1. Welcome, introductions and apologies**

The chair welcomed attendees and undertook a round of introductions.

Apologies were noted from London Heads of community Safety, London Councils and Citizens Advice.

**2. Minutes and actions from last meeting**

The minutes from the last meeting were agreed without comment.

**3. Impact of Covid-19 on Victims and Witnesses**

Given the complexity of the ongoing situation with regard to the pandemic, the chair led an open discussion with the board about the issues affecting victims and witnesses due to COVID. The findings will assist in policy development and the critical response to the ongoing situation.

The emerging trends noted by the board were:

- Difficulties contacting victims/witnesses remotely
- Challenges of navigating the justice system and coping with delays incurred to justice
- Online tools as enablers for successful contact
- Increase in average service call length & complexity of issues involved
- Concerns over increase in domestic abuse and support provided to victims seeking refuge (calls and online reports)
- Reduction in child sexual abuse material taken down in past month compared to previous month; potential for increase in online child sexual abuse
- Increase of fraud and use of social media to misinform
- Increase in recorded levels of ASB in London

MOPAC stated that the Mayor has contributed to a resilience fund for service providers impacted by COVID 19 pandemic. MOPAC committed to keep partners updated regarding delay to Mayoral elections and its implications for PCP.

#### **4. Presentation from Gate One Limited on findings from VCoP consultancy work**

- MOPAC introduced Gate One and Crest, following on from their presentation in January 2020.
- Gate One and Crest presented their research findings and outlined challenges faced in taking forward Victims' Commissioner's recommendations.
- The final report was shared with partners, recommending a series of actions to be considered by the board, which will work to improve the victim experience in London.
- Partners were invited to feedback on the final report to MOPAC and the VC.

#### **5. Any Other Business**

Nothing noted.

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