

***‘MEETING THE NEEDS OF VICTIMS IN THE CRIMINAL JUSTICE SYSTEM’***  
**PUBLISHED BY HMICFRS ON 19TH DECEMBER 2023**  
**AVON & SOMERSET PCC RESPONSE DATED 13TH FEBRUARY 2024**

It is incumbent on the police that they support victims from the very first contact with them. This support should continue throughout the life of the investigation until the incident is finalised.

I welcome the findings from this report: there is one recommendation for Chief Constables. This is set out below with the initial response after.

It should be noted that I have a legal duty to respond to inspection reports within eight weeks of their publication. However, you will see the Constabulary have many more months to complete the recommendation. With the support of my office, I oversee recommendations from the inspectorate on a continual basis to help ensure they are completed.

**Recommendation 3**

By 31 December 2024, the College of Policing should work with the National Police Chiefs’ Council and chief constables to develop minimum standards for the completion of victim needs assessments (VNA). These should include standards for timeliness of completion and clarity on the information to be recorded.

**Response**

The Constabulary currently use a Common Needs Assessment (CNA) which is similar to the VNA. CNAs are completed for all [victims with enhanced rights](#) when the Lighthouse Safeguarding Unit make contact with them. However, for victims without enhanced rights the Constabulary do not have a clear process.

The Constabulary will conduct a review of how well this is currently working in terms of completion, timeliness and quality. This will then be considered through their Investigative Standards Forum and a set of standards will be determined.

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