



The Baroness Newlove of Warrington
Victims' Commissioner for England and Wales
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Brandon Lewis MP
Minister of State for Policing and the Fire Service

13 February 2017

Dear Mr Lewis,

In my capacity as Victims' Commissioner I am interested to know how criminal justice agencies capture satisfaction of those who use victim services and how that information is used to inform policy and practice. This interest has prompted me to undertake a review of victim satisfaction measures. My report is due to be published at the end of March.

As Policing Minister, I would very much welcome your response to a number of questions that have arisen in the course of my review.

In previous collation of victim satisfaction data, specific groups of victims, such as children or victims of domestic violence, have been excluded in Home Office guidance to police forces. I would be interested to understand the reasons behind this and whether alternative arrangements were made to capture the views of these groups.

Once the data has been collated, I would be interested to know how victim satisfaction measures have been used for national bench marking and reviewing policy with a view to improving outcomes for victims. Any practical examples you might have would be helpful.

My office has been trying to contact the lead for measuring victim satisfaction with the police and Home Office to discuss these issues but we have been informed that all responsibility for measuring victim satisfaction will be devolved to PCCs from April this year. Does this mean that the Home Office will not issue any guidance or standards on measuring victim satisfaction with the police in the future? Does this mean that all police forces

be obliged to measure victim satisfaction? If so, how do you intend to ensure that the information is used to improve the delivery of services and outcomes for victims? Can police forces decide not to measure it at all?

Finally, do you propose that there should be any central collation of victim satisfaction measures at a national level in order to support transparency and identify shortcomings in service provision across the country?

In line with my normal practice, a copy of this letter has been placed on my website. With your agreement, I wish to do the same with your reply.

Yours sincerely,

A handwritten signature in blue ink that reads "Baroness Heley Newlove". The signature is written in a cursive style with a long, sweeping underline.

**The Baroness Newlove of Warrington
Victims' Commissioner for England and Wales**