**Victim/Witness Care and Support**

Gwent Police’s Victim Services department is a multi-agency hub consisting of Gwent Police Victim and Witness Care staff along with supporting partner agencies.  The hub ensures a collaborative approach to providing support and advocacy for victims and witnesses of crime.  While the department supports frontline policing it also enables accountability by advocating the best possible service and initiating service recovery where there is a risk of dissatisfaction of potential disengagement.

**Summary of Victim Service**

* Victim Care Unit – making contact with victims of crime following a report to offer tailored support and regular updates/advocacy through the criminal justice process
* Witness Care Unit – warning victims and witnesses for court; ensuring they have all the support and information they require to attend and achieve their best evidence
* Special Measures Advisor – following a national call for action around special measures, Gwent was lucky enough to secure a place on the national pilot of this role; following its success of quality assuring offers and applications for special measures to those most vulnerable it has been extended.
* Connect Gwent – a multi-agency hub of external partners who provide emotional support and advocacy to anyone affected by crime.  This service is funding by the PCC through Ministry of Justice grant and is due to be re-commissioned in 2025 with a specification that has utilised a Gwent wide victim needs assessment and victim feedback. Victims can self-refer to the hub if they are not ready to report to police.

**Survivor Voice**

Gwent is proud to have created the role of the Survivor Engagement Co-Ordinator.  The role engages with victims/survivors of domestic and sexual offences, utilising their lived experience and feedback to make strategic and operational change. The role also co-ordinates our Survivor Network and Victim Reference Group; the volunteers committed to these forums bravely consult on our work and the wider VAWDASV arena to create whole-system change and innovation.

**Strategic Oversight and Performance**

A performance framework has been built which provides high level strategic oversight for portfolio leads in all national, local and Office of the PCC workstreams/priorities with a subsequent action plan that enforces accountability at an operational level using our Victims Code of Practice compliance, His Majesty’s Inspectorate of Constabulary inspections, victim satisfaction and survivor engagement.

In readiness for the Royal Ascent for the Victims Bill, expected in 2025, and the rights under the Victims Code of Practice being enshrined in legislation, Gwent Police has implemented a model that monitors compliance of both Ministry of Justice and additional metrics to ensure robust oversight of service to victims.