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Victim and Witness Care

National Guidance

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1. Purpose

This National Guidance document supports Police Scotland's policies for Local Policing and Criminal Justice.

The purpose of this guidance is to ensure that victims and witnesses of crime receive a high standard of care during their contact with the police. The content takes cognisance of the Victims and Witnesses (Scotland) Act 2014, Victims' Rights (Scotland) Regulations 2015 and the Vulnerable Witnesses (Criminal Evidence) (Scotland) Act 2019 (hereafter referred to as 'the Act', 'Regulations' and the 'Vulnerable Witness Act 2019').

Part of this care is ensuring that the needs of all victims and witnesses of crime are considered, their safety is ensured, they are kept informed, are able to participate effectively and that access to appropriate support services is made available throughout the criminal justice process, from the initial report to any subsequent court proceedings.

2. Victims of Crime

Provision of Information to Victims

Every victim of crime (whether an adult or a child) must be provided with a Victim Care Card (VCC) (Form 144-002) either at the time of reporting the crime or as soon as reasonably practicable thereafter.

The VCC records the basic elements of the crime or offence reported along with the following information, some of which is required to be received by the victim under the Act:

- The name of the investigating officer;
- That the victim can request to have a person of their choice or a legal representative with them while they give a statement;
- Where Police Scotland's Standards of Service can be accessed;
- Where the Victims' Code for Scotland can be obtained;
- Information on referral to Victim Support services.

The VCC also makes clear that a victim may request a referral to Victim Support services at any stage in their journey through the criminal justice system from the Crown Office and Procurator Fiscal Service (COPFS), Scottish Prison Service (SPS), Parole Board for Scotland (PBS) and Scottish Courts and Tribunal Service (SCTS). Contact telephone numbers and web site details are provided for the aforementioned criminal justice partners as well as Victim Support Scotland (VSS), all of whom can be contacted directly by a victim (See Key contacts below).

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Where a crime report is recorded over the telephone directly from the victim (direct crime recording), the person recording the crime must make efforts to email the VCC to the victim as soon as reasonably practicable.

If the VCC cannot be emailed by direct crime recording staff (e.g. email is returned as undeliverable, victim does not have an email address, does not provide an email address), it will be the responsibility of the local policing division where the initial report was made to make arrangements to provide the victim with a VCC either by post or hand delivered.

The issuing of the VCC and by what means (hand delivered / email / post) must be clearly recorded using the VCC field on the divisional crime system where such a field is available or as a written update on the crime report where there is no specific VCC field available (see Appendix A).

Where the VCC is not issued the reason for this must be clearly recorded on the associated crime report.

Local policing divisions and direct crime recording staff require to have a mechanism in place where the inability to email the VCC can be easily communicated to ensure no victims are missed.

If the victim's first or preferred language is not English, officers / members of police staff can email / print the VCC in the language requested. At present, the VCC has been translated into 20 different languages which can be found in the National Forms catalogue on the Police Scotland intranet (Forms 144-001, A to U).

In circumstances where the language required is not available, officers or authority/police staff can request a translation via SCD Safer Communities **(Information has been removed due to its content being exempt in terms of the Freedom of Information (Scotland) Act 2002, Section 30, Prejudice to effective conduct of public affairs)**. In the interim, the victim should be provided with the English version and informed they will be provided with a translated version when it becomes available. The aforementioned action must be recorded in text within the relevant crime report and the report cannot be closed until the victim has been provided with the translated version.

If the victim is visually impaired, consideration may be given to recording the required information for them or requesting a Braille translation via SCD Safer Communities. This would be the same in circumstances where an individual requests an easy read version of the VCC.

Referral to Providers of Victim Support Services

Section 3D of the Act makes clear Police Scotland's statutory obligation to inform every victim of an offence or alleged offence, of the following rights (as per VCC), either at the time of the offence being recorded or as soon as practicable thereafter:

- The person may request a referral to providers of victim support services from Police Scotland or any competent authority, **and** the person may contact providers of victim support services directly without a referral.

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Where an officer provides a victim with their rights in respect of Section 3D of the Act, this must be recorded within their official police notebook / mobile device along with whether or not the victim makes a request to be referred and which the victim signs accordingly.

In circumstances where a crime is recorded over the telephone (i.e. by direct crime recording staff) there is no requirement for a physical signature as the telephone recording is sufficient for audit purposes.

Although there is no such statutory obligation under Section 3D of the Act in respect of witnesses, Police Scotland requires to have regard to the General Principles of the Act, one of which is providing both victims and witnesses with access to support. Therefore witnesses, considered to have been impacted by crime and who would benefit from such a referral, should be provided with the same information as victims in relation to making a request to be referred to victim support services or to self-refer.

If a witness makes a request to be referred to victim support services, the officer or authority/police staff member should follow the aforementioned referral process.

If a person does not request a referral, their details cannot be shared with a victim support service as doing so would be a breach of Data Protection legislation. In such circumstances the officer or authority/police staff must ensure the person is provided with the contact details of the relevant victim support service to enable them to self-refer (i.e. as per Victim Care Card (VCC) (Form 144-002) / Rape Crisis Scotland information leaflet).

Victim Support Scotland (VSS)

VSS is the main victim support service to which Police Scotland refer victims and witnesses for support.

Where a victim / witness requests to be referred to VSS this request must be recorded using the VSS field on the divisional crime system where such a field is available or as a written update where there is no specific VSS field available.

Each local policing division has a co-ordinator who has responsibility for extracting VSS data from the divisional crime system. In circumstances where a request for a referral is obtained later than the crime report being created, the enquiry officer must inform their divisional coordinator by email (see Key Contacts below) to ensure it is forwarded to VSS.

Sharing Data with VSS

The extraction of VSS data must take place on a daily basis (with the exception of Saturday and Sunday) and forwarded to VSS secure email address (**Information has been removed due to its content being exempt in terms of the Freedom of Information (Scotland) Act 2002, Section 30, Prejudice to effective conduct of public affairs**) ensuring the correct email descriptor is applied (OFFICIAL: POLICE

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AND PARTNERS). This secure email address must be used on every occasion where data is shared with VSS or when enquiring into individual cases.

VSS data collated each Monday must include the previous Saturday and Sunday VSS data.

The VSS data must be checked to remove any inappropriate referrals (i.e. victimless crimes) and telephone numbers must be added where they have been missed prior to forwarding to VSS Centre.

On any day where there are no requests for referrals, VSS must be informed of this via VSS secure email.

In addition to the aforementioned information, data protection legislation crime and taxation exemption allows Police Scotland to share certain information where there is reasonable cause to believe there is a real likelihood the safety of the victim / witness or VSS staff could be compromised if the information was not shared.

Information provided under this legislation must be relevant, proportionate and necessary and must be assessed on the merits of each case. The additional information must be recorded clearly within the relevant crime report and brought to the attention of the department with ownership of sharing divisional VSS data.

Where the divisional crime system does not have the capability to retrospectively identify when an individual has requested to be referred to VSS (e.g. cannot identify VSS fields selected later than creation of crime report) the local policing division requires to have a process in place to identify and refer those individuals.

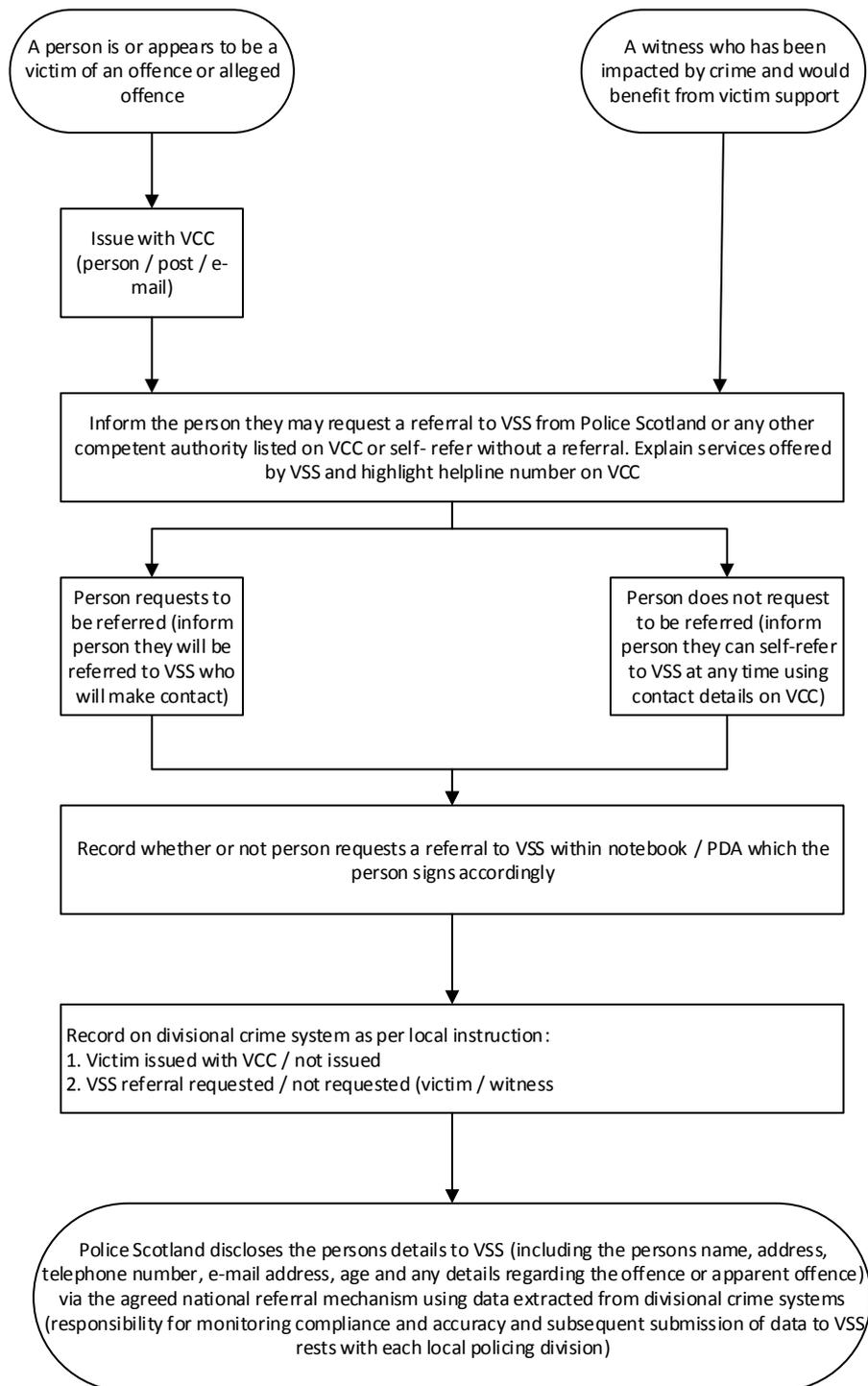
VSS referral procedure as detailed in the Homicide Protocol should be followed in circumstances where a homicide is reported to the police.

The flowchart below outlines the correct procedure to follow when making a VSS Referral:

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Victims Support Scotland Referral Flowchart



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Rape Crisis Scotland

Further information relating to the Rape Crisis Scotland referral process can be found within the Sexual Crime Investigation SOP.

Victims' Code for Scotland

Officers and authority/police staff must highlight the relevant section of the VCC to victims and inform them of their rights. The victim must also be informed they may request a copy of the Victims' Code for Scotland from Police Scotland or any criminal justice partner.

Where a victim requests a copy of the Code and does not have access to the internet at home, the officer or authority/police staff should provide advice on other alternatives i.e. accessing the internet at their local library, support groups. Where the victim cannot access other alternatives a printed version of the Code should be provided.

The Victims' Code for Scotland contains information on:

- Victims' rights to information, participation, protection and support.
- How to report a crime or offence.
- How to make a complaint of suspected breach of victims' rights.
- Contact details for Police Scotland, COPFS, SCTS, SPS, PBS and a range of national support organisations.

Assisting a Victim to Communicate

Communications should be clear, easy to understand and take into account any personal characteristics which may affect their ability to communicate.

If a police officer or authority/police staff considers a victim requires assistance to communicate, the person should be afforded the opportunity to be assisted by someone of the victim's choice unless:

- It is considered such assistance would be contrary to the interests of the person or prejudicial to any criminal proceedings or;
- The assistance is required for the purpose of the victim giving evidence in a hearing in a relevant criminal proceedings.

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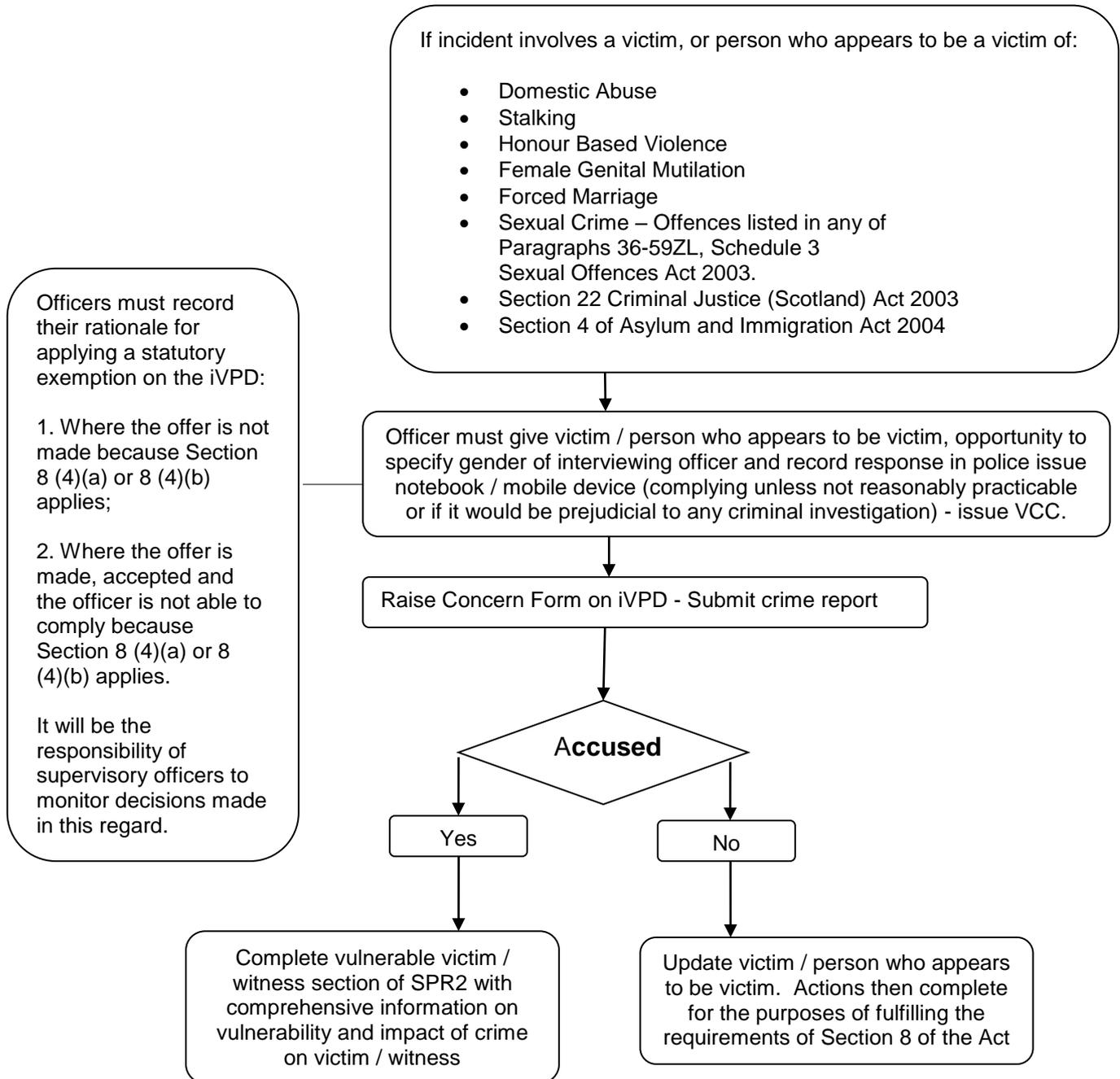
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Where it is considered such assistance would be contrary to the interests of the person or prejudicial to any criminal proceedings consideration should be given to the use of an Appropriate Adult.

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Certain Offences: Victim’s Right to Specify Gender of Interviewer

Under Section 8 of the Act:



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Victim: Rights When Giving Their Statement

Officers or authority/police staff members must ensure the following during a criminal investigation into an alleged offence:

- A relevant interview to take statements is taken without undue delay after a complaint about an offence or alleged offence has been made.
- The number of relevant interviews to take a statement are kept to a minimum.
- Statement taking is only carried out where strictly necessary for the purposes of the criminal investigation.
- Where the victim or witness is aged under 18 years and the related offence is one specified by the Vulnerable Witness Act 2019 and Crown guidance, there is a presumption that the statement will be taken by means of a Visually Recorded Interview (VRI). The decision to undertake a VRI remains with the Senior Investigating Officer (SIO), taking into consideration factors including, but not limited to, the best interests of the witness, best evidence, expedience of the investigation and availability of trained resource, particularly during the phased implementation of the Act. Additionally, where the witness declines to do so, this decision should be recorded and signed by the witness. In these circumstances it is competent to obtain a manuscript statement (see Note below).
- Victims are permitted to be accompanied by their chosen legal representative and a person of their choice unless a reasoned decision to the contrary is made with the decision thereafter recorded within the officers' police issue notebook / Mobile Device.
- Medical examinations of the victim are kept to a minimum and are carried out only where strictly necessary for the purposes of the investigation.

There is no legislative requirement for Police Scotland to facilitate legal representation for victims. If an officer or authority/police staff member is unsure whether a person is suitable to accompany a victim, clarification should be sought from their line manager.

Note - The Vulnerable Witnesses (Criminal Evidence) (Scotland) Act 2019 builds on existing legal provisions to allow a 'prior statement' to be used as Evidence in Chief in criminal proceedings. The Act introduces a rule **requiring** the evidence of child witnesses, aged under 18 years (eventually extending to deemed 'vulnerable' adult witnesses), who will give evidence in solemn proceedings to be recorded in advance of trial using special measures, including Evidence in Chief by 'Prior Statement' and Evidence by Commissioner. These solemn proceedings relate to a specified list of offences. In the majority of such cases a Visually Recorded Interview (VRI) will be used to capture the evidence of the victim or witness, to be used as Evidence in Chief, thereby better avoiding such witnesses having to appear in court in person.

Due to the scale of the change, at the time of publishing this guidance the Vulnerable Witness Act 2019 is being implemented gradually with each phase being subject to a 6 month period of review by Scottish Government and COPFS, following a year of operation.

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Victim: Assessment of Vulnerability

In terms of vulnerability, officers must ensure that they consider whether the victim is vulnerable to victimisation, intimidation or retaliation and would benefit from:

- Conducting the relevant interview in premises designed or adapted for that purpose (e.g. within fixed or mobile Video Recorded Interview Units);
- Conducting the relevant interview through professionals trained for that purpose (e.g. a Sexual Offences Liaison Officer, Joint Investigative Interview Technique trained officer or a Vulnerable Witnesses VRI trained officer);
- Ensuring that all relevant interviews are conducted by the same person

For the purposes of a vulnerability assessment (as per Section 9B of the Act), the person carrying out the assessment must consider:

- The views of the person being assessed;
- The nature and circumstances of the alleged offence;
- The evidence which the person is likely to give;
- The relationship (if any) between the person and the accused;
- The person's age and maturity.
- Any behaviour towards the person on the part of:
 - The accused;
 - Members of the family or associates of the accused;
 - Any other person who is likely to be an accused or a witness in relation to the offence;
 - Any other such other matters the person carrying out the assessment considers to be relevant.

The following persons are also to be considered as vulnerable to victimisation, intimidation or retaliation:

- A person who is under the age of 18.
- A victim of domestic abuse.
- A victim of a sexual offence.
- A victim of human trafficking for sexual exploitation or labour exploitation.
- A victim of stalking.

Any relevant information pertaining to vulnerability should be detailed in the 'Civilian Witness Antecedent' section, if applicable, and the 'Remarks' section of the Standard Prosecution Report (SPR), as per current procedure.

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Right to Avoid Contact between Victim and Offender

Reasonable steps must be taken to enable a person who is a victim, and that person's family members, to avoid contact with the person who is either not officially accused, accused or convicted.

Exemptions apply where:

- Such contact is necessary for the purposes of criminal investigations.
- The identity of the offender is not known.
- In relation to the giving of evidence by any person in a hearing in relevant criminal proceedings.

Protection of Privacy

In any interaction with a victim, necessary steps must be taken to protect the privacy of that person, and where the victim is a child, to protect their identity. Where possible, steps must be taken to prevent the disclosure of any images of the person or any of the person's family members.

Updating the Victim

In all cases, the victim must be updated with the outcome of the police enquiry. Details of this update must be clearly recorded within the associated crime report prior to filing. Where a not officially accused / accused person is released from police custody the victim must be updated as soon as is reasonably practicable by the investigating officer. This update is also a good opportunity to remind the victim of their right to access victim support service.

Where the offender has been sentenced to imprisonment, it is the responsibility of COPFS to inform victims of their rights to receive information relating to the offender's release from prison i.e. through the Victim Notification Scheme.

Where a Victim is a Child

A child means a person under 18 years of age. A parent means any person holding parental responsibilities for that child within the meaning of the Children (Scotland) Act 1995.

Where a victim is a child, and it is in their best interests, their rights can be exercised by the following people:

- The victim themselves.
- The victim and a parent.
- Parent.
- Such other person considered appropriate by the investigating officer having regard to the age, maturity, views, needs and concerns of the child.

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In relation to:

- Providing the victim a copy of the victims' code;
- Referring the victim to victim support services;
- Providing the victim with a VCC.

Police Scotland may decide not to extend the right to the relative if they consider it inappropriate; and are not required to give victims' rights to a relative if, having taken reasonable steps to ascertain the relative's whereabouts, they cannot be established.

Where Victim's Death is caused by an Offence

Certain family members of victims who have died are entitled to the rights of the victim where the victim's death was caused by a crime or offence. These relatives include:

- Anyone who was married to or was in a civil partnership with the person immediately before the person's death.
- Anyone who had been living together with the person, as if they were married, for a minimum period of 6 months immediately before the person's death
- Children and step-children of the person and anyone whom the person cared for immediately before the person's death.
- Parents and step-parents of the person.
- Siblings of the person.
- Grandparents and great-grandparents of the person.
- Grandchildren and great-grandchildren of the person.

The elder of any two persons described in each category above are to be taken to be the higher listed relative regardless of gender i.e. children and step children of the person. In relation to:

- Giving the relative a copy of the victims' code;
- Referring the relative to victim support services;
- Providing the relative with a VCC.

Police Scotland may decide not to extend the right to the relative if they consider it inappropriate; and not required to give victims' rights to a relative if, having taken reasonable steps to ascertain the relative's whereabouts, they cannot be established.

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3. Repeat Victims

For the purposes of recording information, a repeat victim is classified as a person, place or organisation that fall victim to a second or subsequent crime during the twelve month period following the initial report of a crime (Audit Commission). As an example, an individual who experiences a housebreaking to their home in July and thereafter is assaulted in June the following year would be classified as a repeat victim. Even when there is no obvious link between the two crimes, it is important that the repeat element is triggered to allow careful analysis of each case to be undertaken.

Repeat victimisation matters will be managed and administered locally by the Local Policing Commanders. The priority at the outset is the early identification of a person subjected to repeat victimisation. Officers should ensure a repeat victim marker is added to the relevant crime report where a person is identified as a repeat victim of crime.

Local Area Commanders should ensure that appropriate audit mechanisms are in place to ensure decisions taken or direction given, in respect of repeat victimisation, are properly documented.

Responsibility for the identification and resolution of repeat victimisation issues rests with Local Area Policing and partner agencies. On a day-to-day basis this responsibility will fall to the Local Problem Solving Team (LPST) who through the daily tactical and tasking process, in conjunction with partners where appropriate, will ensure matters are appropriately prioritised and addressed.

Instances of repeat victimisation will be progressed and managed via a structured plan where this is deemed both appropriate and proportionate. Detailed plans will vary according to the nature of the victim and crime(s), however any plan should capture the following:

- Victim;
- Nature of victimisation;
- Offender(s);
- Impact on victim;
- Risk assessment, if applicable;
- Police response incorporating priorities / solutions agreed as well as relevant responsibilities;
- Where applicable, partnership response incorporating priorities / solutions agreed as well as relevant responsibilities;
- Desired outcomes within an identified timeframe;
- Intelligence and enforcement;
- Prevention advice and signpost / refer to victim support services.

4. Victims and Witnesses of Crime

Standards of Service

The Standards of Service for Victims and Witnesses can be found here.

It is a single document for victims and witnesses which has been created by Police Scotland in partnership with the COPFS, the SCTS, SPS and the PBS. This document contains common standards of service along with standards specific to each organisation and is available for members of the public to view on Police Scotland's website. It is important officers or authority/police staff fully understand the common standards and the standards specific to Police Scotland and their part in upholding them.

Police Scotland will prepare and publish a report every 12 months on how these standards are met.

At Court: Vulnerable Victims and Witnesses

If a victim or witness falls into one of the categories below, they are automatically entitled to standard special measures when they appear at court including a screen in the courtroom, a TV link to somewhere outside the courtroom and a supporter who can sit with the victim / witness while they give evidence:

- A person who is under the age of 18.
- A victim of domestic abuse.
- A victim of a sexual offence.
- A victim of human trafficking for sexual exploitation or labour exploitation.
- A victim of stalking.

Where a child aged under 18 years is a victim or witness to a one of the specified list of offences under the Vulnerable Witness Act, then the following special measure will apply;

- Their statement may be taken under VRI conditions, by a VRI trained officer. In the case of children aged under 16 years, most child victims will already be subject to a VRI through a Joint Investigative Interview (JII) with Social Work via child protection processes. Where it is decided not to hold a JII with an older child, nearer to 16 years of age, then a VW VRI should be considered instead. Where the child is aged 16/17 years, then a VW VRI may be conducted.

The following people may also be considered by COPFS and special measures may be put in place:

- A person whose evidence will be diminished because they have a mental disorder.
- A person who is suffering fear or distress in connection with giving evidence.

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- Those thought to be at risk of significant harm because they are giving or are to give evidence.

As these categories of witnesses automatically receive special measures at court, they may not be permitted to identify the accused person in the dock.

All officers must:

- Highlight witnesses falling into this category in the SPR 'Civilian Witness Antecedents'.
- Commence the summary of events section of the SPR with detailed information on how the victim / witness or police witnesses can identify accused.

Disclosure of information

Police Scotland routinely give information to victims and witnesses when they request it. As a matter of course, victims and witnesses should be advised how they will be kept informed of the progress of the case and who they can contact should they need more information or want to discuss any information they have already received. This is business as usual.

However, if for any reason the following are unable to get certain information, they are entitled to request that information under Section 6 of the Act:

- A person who appears to be a victim of the offence or alleged offence.
- A relative of such a person where the person's death was caused by the offence or alleged offence.
- Those who are to give or are likely to give evidence in criminal proceedings against a person.
- Those who have given a statement in relation to a crime or offence.
- A parent requesting information in respect of a child falling into one of the above categories.

The aforementioned information refers to:

- A decision not to proceed with a criminal investigation and any reasons for it; or
- A decision to end a criminal investigation and any reasons for it.

Two statutory exemptions may be applied when considering a disclosure of information requested under this section:

- Section 6(4) - where disclosure of the information would require disclosure of information supplied by a Minister of the Crown or a department of the Government of the United Kingdom that is held in confidence by the person.
- Section 6(5) - where it is considered that it would be inappropriate to disclose any relevant information.

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The officer or authority/police staff should provide advice and outline the application process on the Police Scotland website through the Victims and Witnesses (Scotland) Act 2014 Section of the Access to Information section. If they do not have internet access the forms should be printed on their behalf. The request is thereafter forwarded to Information Management who will request the information from the enquiry officer who will then provide the required information to create a response. Information Management will then prepare Police Scotland's response within 40 days which will either disclose the information unless it is exempt under the above section 6(4) or (5).

Where an officer or authority/police staff member receives a request for information under section 6 of the Act they should consider whether the request is business as usual. If so, information should be provided as per established procedures.

5. Recording and Reporting

Standard Prosecution Report (SPR)

In preparing any SPR, officers must consider and record their observations about:

- The victim or witness reaction to the crime and the accused
- The victims' or witness' fears in relation to the crime, or their involvement in the criminal justice process
- Any personal characteristics exhibited by a victim or witness that might suggest vulnerability

Officers must submit relevant information using the vulnerability fields in the witness section of the SPR. Any further information that becomes available to officers after an SPR has been transmitted to the Procurator Fiscal (PF) must be communicated immediately through an ancillary report.

The aim is to capture all relevant information that is available, or that becomes available, via the investigative process which can assist an assessment by criminal justice partners as to the requirement for standard or non-standard special measures.

The vulnerability fields can be used for two purposes, namely to identify a witness as being vulnerable in terms of the Vulnerable Witness (Scotland) Act 2004 or the Vulnerable Witness Act or 2019 to establish where a non-vulnerable witness has a characteristic that the PF should be advised of.

The initial field has three vulnerability categories available for selection:

- None.
- Child.
- Vulnerability.

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The Lord Advocate's Guidelines to the Police Providing Information on Vulnerable Adult Witnesses, the Vulnerable Witness (Scotland) Act 2004 and the Vulnerable Witness Act 2019 provide that an adult witness may be considered vulnerable and consequently, the vulnerable category should be selected where deemed appropriate by the reporting officer. The category 'None' should be used where the witness is not considered as vulnerable.

Further guidance can be found within the Case Reporting SOP.

Vulnerability Specifics

Vulnerability Specifics must be completed on the SPR where a victim has been identified as either 'vulnerable' or a 'child'. Where the child category is selected, the Vulnerability Specific will default to 'age'. Where the vulnerable category is selected, the most relevant Vulnerability Specific should be selected from the pre-populated list of:

- Age.
- Learning Difficulty.
- Mental Health Issue.
- Physical Disability.
- Sensory Disability.
- Sexual Orientation.
- Sexual Victim.
- Other.

If necessary, further comments to provide background or care advice regarding vulnerability specifics should be included within the free text additional needs fields e.g. requirements for wheel chair access at court.

The vulnerability specific field can also be used where a witness is deemed not to be a 'vulnerable witness' but the reporting officer believes wider issues of vulnerability exist that fall out with the interpretation of the Act. In this situation the 'none' category would be selected, and a comment would be placed within the additional needs field to describe the relevant issues i.e. communication or access difficulties that may be encountered as a result of literacy, age or frailties of the witness.

An elderly person should not be categorised as vulnerable merely on grounds of age. Where it is felt appropriate to categorise an elderly person as vulnerable, information related to their frailty, stamina or known illness should be recorded within the additional needs free text section.

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6. Key Contacts

Information has been removed due to its content being exempt in terms of the Freedom of Information (Scotland) Act 2002, Section 30, Prejudice to effect conduct of public affairs.

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Appendix 'A'

Recording the Issuing of VCC on Crime Systems

Division	Recording the Issuing of VCC on Crime Systems
Highland and Islands	No VCC field – written text
North East	VCC marker is completed on each nominal page when a VCC has been issued / declined or N/A.
Forth Valley	No VCC field – written text
Fife	No VCC field - written text
Tayside	IIF field utilised for this purpose with Y / N option
The Lothians and Scottish Borders	No VCC field - officers complete VCC section of “Disclosure Crime Finalisation” sheet which is pasted onto crime report
Edinburgh City	No VCC field – written text
Greater Glasgow	VCC field which requires to be completed on each nominal with an explanation from the officer if a VCC was not issued. This also requires to be confirmed in an Enquiry Update. *see note below
Ayrshire	VCC field (Victim Support Slip Issued filed used for this purpose) which requires to be completed with an explanation from the officer if a VCC was not issued. This also requires to be confirmed in an Enquiry Update. *see note below
Renfrewshire and Inverclyde	VCC field (Victim Support Slip Issued filed used for this purpose) which requires to be completed with an explanation from the officer if a VCC was not issued. This also requires to be confirmed in an Enquiry Update. *see note below
Argyll and West Dunbartonshire	VCC field (Victim Support Slip Issued filed used for this purpose) which requires to be completed with an explanation from the officer if a VCC was not issued. This also requires to be confirmed in an Enquiry Update. *see note below
Lanarkshire	VCC field (Victim Support Slip Issued) which requires to be completed with an explanation from the officer if a VCC was not issued. This also requires to be confirmed in an Enquiry Update. *see note below
Dumfries and Galloway	VCC question is included in the crime report template which officers require to complete.

*Note: Ghost suspect is added by direct crime recording staff to Crime Management system along with written text to assist divisions in identifying where a VCC could not be emailed

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Compliance Record

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Version	History of Amendments – National Guidance	Approval Date
1.00	Victim and Witness Care guidance fully reviewed and converted to national guidance following the direction and Principles of the SOP Review.	30/11/2020

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