



Community Engagement Good Practice and Innovation in Relation to Core Quality Standard 12

Public Accountability and Inclusion Directorate
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Introduction

Core Quality Standard (CQS) 12 sets the community engagement standard for the Crown Prosecution Service (CPS):

We will engage with communities so that we are aware of their concerns when we make decisions

CQS 12 creates the mechanism through which the public can hold the CPS to account over the way that it delivers against all standards in the CQS. It provides that “we will engage with communities so that we are aware of their concerns when we make decisions”. There are four elements to this standard namely:

12.1 We explain our role to our local communities and consult them about what our priorities should be through community groups and panels

12.2 The Groups and Scrutiny Panels provide feedback on the way in which the communities are likely to view our decision making and our case handling procedures

12.3 We use feedback to review how we conduct our cases

12.4 We work with the police and local authorities to respond to the priorities that emerge in neighbourhoods and communities, such as anti-social behaviour

A full copy of the CPS Core Quality Standards can be downloaded from the CPS website via the following link:

www.cps.gov.uk/publications/core_quality_standards/preface_and_introduction.html

In order to assess CPS performance across the service against CQS 12, the Public Accountability and Inclusion Directorate (PAID) carries out an annual assessment to measure performance against the standard. This is done through annual submissions by CPS Areas, Casework Divisions and CPS Direct which are evaluated by the PAID.

As part of this evaluation we identify examples of good practice and innovation in the submissions received, in order to celebrate the good community engagement work undertaken and to share good practice and learning nationally.

Community good practice and innovation

Good Practice is defined as delivering and achieving what is required effectively and to a high performance standard. This may be any element of community engagement planning, delivery, management, evaluation or any other aspect. For example, it may be the method(s) by which an Area has accurately identified key local concerns, it may be the way that the Area manages, evaluates and reports performance on community engagement through its mainstream performance management system or how a CPS Area has engaged with communities which it previously has not had contact with. Critically, it may be an example of significant business benefits achieved through the implementation of feedback received from community engagement activity. PAID would like to identify local good practice and disseminate it across the CPS so that all Areas can consider and implement locally as appropriate.

Innovation is defined as creating, implementing and achieving something that is unique and original – which is evidenced as working to a high performance standard and achieving the desired/anticipated results. An example of innovation is the creation of the Hate Crime Scrutiny Panel (HCSP) by CPS Yorkshire and Humberside – something which was not a requirement through national policy but was innovated in the Area. Having been independently evaluated, this was adopted as national CPS policy and rolled out nationally – the successors of this innovation are the Local Scrutiny and Involvement Panels (LSIPs) which are operating across the CPS. PAID would like to identify local innovation and assess and evaluate it in order to decide whether it should be recommended or adopted as national policy.

How to use the examples in this guide to improve practice

What follows are examples of good practice and innovation from our Areas, CPS Direct and Casework Divisions. The examples of good practice and innovation are listed in this document under each of the above main headings and then as per the assessment criteria for ease of use and so that good practice and innovation can be easily related to each criteria.

Please note that the purpose of setting out the examples of good practice and innovation is to share them across the CPS to enable other Areas/Divisions to consider and incorporate them, as appropriate and relevant, within Area/Division activity to improve performance, effectiveness and efficiency on community engagement.

These examples should not merely be replicated without considering or assessing their appropriateness. You will need to consider local circumstances, current performance, local demographics and priorities for

improvement in relation to community engagement. When considering the good practice and innovation examples, please do take the opportunity to contact the relevant person from the Area/Division, as listed at Annex A, in order to get the background/circumstances as part of your assessment of whether it would be beneficial to adopt that in your Area/Division.

It may be that once you have considered an example, you may adapt it and find that the way it is implemented is different to suit your particular circumstances. Or it may be that you implement a particular element of the good practice rather than all of it. The important thing is that you evaluate it prior to implementing it and continue to have an oversight to ensure that it is providing the intended benefits.

Managing community engagement – Making the best use of resources

This section is an amalgamation of practice from all CQS 12 criteria and specifically focuses on good practice and innovation in managing community engagement that makes effective use of available resources to develop sustainable community engagement practices.

CPS East Midlands in order to keep panel members skills and knowledge of the CPS up to date has developed a 'Knowledge Refresh Pack' which has removed the need to provide a formal training course for panel members. The Area has implemented a strategic and streamlined approach to external meetings and community engagement in general to ensure that local concerns are addressed; community engagement activity is linked to outcomes and resources are used more effectively. As part of an efficiency delivery programme, the Area initiated a comprehensive review of all external meetings. As a result the Area has encouraged stakeholders and partners to facilitate more regional meetings. For example, the Nottinghamshire Local Criminal Justice Board (LCJB) effectiveness and efficient meetings have been suspended due to the fact many of these issues are being dealt with at a regional level.

CPS East of England has an innovative partnership with the University of East Anglia (UEA) Law School whereby the Area's LSIPs have the benefit of pro-bono independent legal support provided by two UEA post-graduate Law students. This satisfies community panel members wish for independent legal input to the panels, whilst also saving CPS staffing resources in delivering this function.

CPS North West, the National Union of Teachers and the Anthony Walker Foundation have worked together to produce the resource pack that can be used by teachers to explore the issue of Racist and Religious Hate Crime.

Pupils from schools in the North West acted out, and helped to devise, the dramatised scenarios of Racist and Religious incidents included in the presentation. The scenarios provide starting points for discussion and are based on real life experiences of the young people who took part in the project. Classroom activities and guidance for teachers are also available which are designed to increase pupils' understanding of Hate Crime and prejudice and enable them to explore ways of challenging it. The pack is designed for delivery by teachers rather than CPS prosecutors therefore it is not dependant on staff availability and can be completed on a larger scale, reaching a wider audience. Below is a link to the resource:

http://www.cps.gov.uk/northwest/tackling_crime/hate_crime/schools_project_racist_and_religious_hate_crime/

CPS Mersey and Cheshire has drawn on the knowledge, skills and expertise of LSIP members and wider community partners in order to raise the awareness and understanding of CPS staff across a range of issues, particularly those with more complex social and cultural dimensions e.g. Disability Hate Crime (DHC), Forced Marriage (FM), Honour Based Violence (HBV) and Female Genital Mutilation (FGM), Lesbian, Gay, Bisexual and Transgender (LGBT) awareness and an Introduction to Islam. As well as providing evidence of the Area's commitment to strengthening its understanding of issues affecting the communities it serves, this strategy has provided staff with vital learning opportunities.

CPS West Midlands and West Midlands Police have made a successful bid for Home Office funding to conduct a series of community engagement activities with young people; educating them on measures available to protect witnesses and on the sentencing regime for offences involving firearms and knives.

12.1 We explain our role to our local communities and consult them about what our priorities should be through community groups and panels

This section is an amalgamation of practice from CQS 12.1 criteria and specifically focuses on good practice and innovation in managing community engagement that makes effective use of available resources to develop sustainable community engagement practices.

12.1a Analysis/evidence of a clearly defined, focused engagement strategy/plan and activity being undertaken across the Area based on an analysis of local information to ensure the role of the CPS is more widely understood and improves confidence.

Good Practice – The majority of Areas’ community engagement strategies have been informed by local communities and consulted through the LSIPs.

CPS London’s community engagement strategy involves input from the LSIP and has been developed through a combination of an analysis of Area performance data, local community profiles and CPS business priorities. Since January 2012, the Mayor has had new powers to set the policing priorities in London through the Mayor’s Office for Policing and Crime. This has influenced CPS community engagement in London and improved visibility of the CPS across London.

CPS North East has a community engagement strategy and action plan. The Community Involvement panels (CIPs) were consulted on the strategy. Progress on the action plan is monitored by the Equalities and Community Engagement sub group of the Area Strategy Board and the Equality, Diversity and Community Engagement Manager (EDCEM) provides updates at each meeting.

CPS North West has a community engagement strategy and action plan which was developed with a number of voluntary sector and statutory partners. The action plan is a living document and is updated to include actions from the Cumbria Disability Hate Crime Conference, consultation with Young People on Cyber Bullying and feedback from HCSPs. The action plan was developed by reviewing local performance data to highlight areas for improvement, engaging with communities through the LSIP, round table discussions and conferences as well as looking at the national Equality Objectives and the general and specific duties of the Equality Act 2010. The Area also produces quarterly engagement update reports which are e-mailed to panel members, which they share with other stakeholders.

CPS South West community engagement strategy is informed by analysis of outcomes of engagement from the previous year, analysis of local performance and crime priorities with partners and communities along with key national CPS and Criminal Justice System (CJS) strategy. Therefore priorities for engagement were:

- Violence Against Women and Girls (VAWG), including women offenders and women's centres;
- Hate Crime, DHC in particular;
- Engagement on restorative justice initiatives;
- Youth and Black and Minority Ethnic (BME) communities;
- Improving the experience of victim and witness; and
- Engagement on mental health issues in partnership with NHS and other CJS agencies.

CPS Wales have developed a community engagement strategy and developed priorities for engagement through analysis of: performance data, including Hate Crime and VAWG; local demographics; feedback from communities, victims, witnesses and partner agencies; research findings; Welsh Assembly Government priorities; CPS local and national business priorities; validation measures and recommendations from themed reviews and inspectorate reports.

CPS Yorkshire and Humberside community engagement strategy has been developed through analysis of local performance and national policy and sets out who the Area engages with and how based on a commitment to equality in service delivery. Hate Crime, rape and Domestic Violence (DV) are priorities for the Area because of attrition and/or volume and much of the Areas community engagement activity is through themed scrutiny panels and associated activities. Each action set out in the strategy is linked to a desired/anticipated business benefit in order to provide focus.

12.1b Analysis/Evidence of a range of communities being engaged with across the Area, particularly those groups with 'protected characteristics' and groups representing wider community interests, and the outcome of the activity being evaluated/analysed to determine its success in meeting clearly defined objectives and outcomes.

Good Practice – CPS North East community engagement log reflects engagement activity with a wide range of communities who represent 'protected characteristics' and wider community interests. The Community engagement report requires staff to reflect on whether objectives have been met. A community engagement issues log is also used by the Area to identify particular concerns of local communities and log action taken to address these concerns.

CPS Wales engage with and undertake ongoing work with a wide range of groups representing 'protected characteristics' and wider community interests. CQS12 performance and the outcome of activity is reviewed and analysed at monthly Confidence Boards, monthly Regional Management Team Meetings and bi-annual VAWG performance meetings. Issues and recommendations are cascaded to the Area Strategy Board. Community Engagement performance is incorporated in to the Wales Performance Framework and CQS monitoring. Feedback from activity is captured on the Cymru (Wales) On Line Information Network (COLIN) and incorporated into VAWG and Hate Crime reports. CPS Wales's engagement activity includes work with the Welsh Language Commissioner, Justice Wales Network and the Lord Chancellor's Standing Committee on Welsh Language. The outcome of this work has included a revival of the CPS Welsh Language Committee, an updated version of the CPS Welsh Language Scheme and establishment of an internal network of champions with an identified role description. Ultimately the work ensures that the Area is offering an equal and quality service to victims, witnesses and the public whose first language is Welsh.

CPS West Midlands in collaboration with Staffordshire Community Legal Outreach have been commissioned by the University of Keele to secure community champions to support victims of crime. CPS West Midlands has endorsed the programme, which is strongly supported by the Area's senior management. The aim of the programme is to build, develop and train champions as active citizens to support communities to assist in legal service needs.

CPS Direct (CPSD) has developed a comprehensive LSIP log as a result of feedback from CPS Area panel that provides a summary of cases, learning points, training needs and good practice. CPSD undertook a thematic review of VAWG, and as a result engaged with African and Caribbean women for a DV seminar. Duty Prosecutors have received training by Independent Domestic Violence Advisors (IDVAs). CPSD have also changed its CQS monitoring recording process which has resulted in the inclusion of the ethnicity of the victim in all cases where possible. The issue of recording victim ethnicity was also progressed through attendance at the CPS Community Accountability Forum (CAF).

CPS Central Fraud Group (CFG) has contributed to a number of different events which provided an opportunity to inform participants about the CPS and CFG. A speech has been made to the Women's Fraud Forum which brings together women involved in all aspects of fraud prevention, detection, investigation and prosecution.

CPS North East Case Study

At a meeting of the Cleveland CIP, during a discussion of attrition, it was observed that there is a particular culture within the South Bank area of Redcar and Cleveland which deters co-operation with the Criminal Justice System (CJS), particularly in relation to DV. It was therefore suggested that some targeted community engagement work in that area may help to build confidence in the CJS, and encourage reporting and staying with the process to conclusion.

After discussions with CJS partners and voluntary sector organisations, an event took place at Tees Valley Women's Centre. The EDCEM chaired the event. A local Detective Sergeant explained to participants the police response to reports of DV, and measures the police can take to keep victims safe. The DV lead from the CPS Middlesbrough office explained the prosecution process, including Special Measures. A representative from Probation explained community sentences, and Victim Liaison arrangements, with a view to getting the message across that conviction does not necessarily result in imprisonment, but that community sentences do not amount to the perpetrator 'getting off'. Finally the local IDVA explained the support which EVA Women's Aid can offer whether or not DV is reported, and the support the IDVA can offer through the court process.

58 women attended the event. 25 completed evaluation forms, all of whom gave very positive feedback. 23 indicated that the event had given them confidence to tell someone if they were suffering domestic violence. One commented: "It was very interesting to learn how much it has changed from years ago and the help you can receive". Another commented "I was very grateful that everyone was approachable and nice". Two women commented that if they had had the information beforehand they would not have felt so vulnerable.

Planning the event jointly with the Women's Centre and EVA meant the CPS were able to ensure that the needs of the women attending were taken into account, including the need for frequent breaks, and crèche provision. It has also helped the EDCEM to develop strong relationships with both organisations which will be valuable for the future; and means that both organisations are able to speak positively about the CPS to their service users.

Holding the event at the Women's Centre was the key reason for its success: It was a venue the women were familiar and comfortable with; The Centre offers a range of activities and training, and so women were able to attend without having to tell their partners why they were coming; The Centre has crèche facilities on site; The cost of using the Women's Centre was minimal,

but paying the Women's Centre rather than hiring an external venue allowed us to offer some support to the Centre (albeit on a very small scale) rather than funds going elsewhere.

Three women who attended have volunteered to act as peer support for other women from the Centre who have to attend court. They have been trained by the IDVA for this role. Providing peer support will hopefully make it more likely that women who are required to give evidence will attend court.

12.1c Analysis/Evidence of LSIPs set up, reflective of diverse communities and actively utilised to ensure that the role of the CPS is more widely understood.

Good Practice – CPS East Midlands panel representatives come from a diverse cross section of local communities. Representation is from a variety of communities/organisations that provide services to specific victims of crime, or have an interest in criminal justice from the perspective of particular communities which fall within the Equality Act 2010 protected characteristics. Panels are supported by comprehensive terms of reference documents (TOR). The TOR documents have been drawn up in consultation with community representatives. Both documents are 'living' and subject to change. Panel members have agreed to introduce a new 'Critical Incident Process' into the CPS East Midlands Scrutiny Panels TOR. The new process would enable a scrutiny panel meeting to bring to the attention of the Chief Crown Prosecutor (CCP) any exceptional case that they feel has been conducted poorly by an agency and where the victim or witnesses remain in a vulnerable position.

CPS North West panel members review Hate Crime files, performance data and strategies and are also actively involved in working with the EDCEM in raising awareness of the CPS. A Trans member who works for Trans Resource Education Centre worked with the EDCEM at Sparkle the North West Transgender event and also shared her experience of a Hate Crime incident at the CPS Hate Crime on Public Transport Conference. Panel members highlighted the importance of ensuring that the Racist and Religious Hate Crime Pack was accessible to British Sign Language (BSL) users and so a panel member from Manchester Deaf Centre signed the videoed elements of the pack. This means that the resource can now be accessed (via CPS North West website) by BSL users and that deaf members of the community can now have a better understanding of the CPS and how we tackle Racist and Religious Hate Crime.

CPS South East's LSIP is established with clear TOR. Consideration is given to members' capacity to become fully involved in the LSIP process: learning and development needs are taken into account in the earliest stages and training is given by the Hate Crime Coordinator (HCC) to help them

understand the structure of a case file and increase their knowledge and understanding too of CPS policy and procedures. Members are given the opportunity to contribute agenda items and have also been involved in user led training for CPS staff. Walton Citizens Advice Bureau and the Surrey County Council DV Coordinator have provided an overview of the wider context regarding DV in Surrey during a staff training day, with specific regard to service provision.

CPS Thames and Chiltern LSIP have an agenda item factored in for panel members to provide updates and table substantive items for discussion. Several panel members have taken the initiative to table and present papers. These include a paper on court translations, Domestic Abuse (DA) campaign evaluation in Oxfordshire, and a presentation on the Police and Crime Commissioner (PCC).

Innovation – CPS East of England has an innovative partnership with the University of East Anglia (UEA) Law School. The LSIPs have the benefit of pro-bono independent legal support provided by two UEA post-graduate Law students. This satisfies community panel members wish for independent legal input to the panels, whilst also saving CPS staffing resources in delivering this function. In return, both the University and the students have gained valuable legal experience and application in a real context, in a supportive partnership environment. The Area has also provided the student legal advisers with a work-shadow opportunity at the CPS, and provided speakers for two legal careers seminars held at the University for its under-graduate Law students. This link and relationship between UEA Law School and the CPS East of England Area was commended as good practice by the Her Majesty's Crown Prosecution Service Inspectorate (HMCPIS) in their recent Inspection Report of the Area.

CPS London met with a group of young people to look at how the CPS handled cases following the London disorder in August 2011. The panel of young people, drawn from the British Transport Police (BTP) Young People's Independent Advisory Group, looked at finished cases from the disturbances. The event brought young people together to jointly look at case files, raise awareness of how and why decisions are made by the CPS in the wake of the disorder, and to identify issues and trends in the CPS' decision making process; looking in particular at the impact of decision-making on cases involving young people. One of the young attendees said, 'A lot of the time young people are seen as the perpetrators of the riots and people think the riots didn't affect or impact on young people at all, but actually they affected young people the most'.

12.1d Analysis/Evidence of LSIPs being actively consulted on business priorities and feedback being considered in the determination of local priorities.

Good Practice – CPS East of England LSIPs are actively used for consultation on CPS policies and practices, both national and local, as well as undertaking case reviews and scrutiny work. Panel members are also sent CPS public consultation documents where they have a consultation period outside the regular cycle of quarterly panel meetings. Recent examples of consultation subjects raised with LSIPs include the revised Code of Practice for Crown Prosecutors, Bad Driving and Social Media.

CPS Merseyside and Cheshire LSIP have been actively consulted on a range of business priorities including the Area Business Plan and Area performance data. The LSIP had requested additional information on the Area's workforce profile, additional scrutiny of DHC cases and training for the Area's Specialist DV prosecutors.

CPS South East LSIP members have clear access to and have been provided with guidance and training on national CPS Policy. They are regularly updated on local implementation plans and at each meeting are provided with performance updates on Hate Crime, DV and sexual offences; this has prompted Area involvement in victim focus groups. Members were consulted on the South East VAWG strategy and progress against objectives. As a result of their feedback and DV themed casework scrutiny, the CPS was asked to liaise with Her Majesty's Court and Tribunal Service (HMCTS) to alleviate administrative delays, which were having an impact on DV cases in Kent.

CPS Wales LSIP members consider Hate Crime and/or VAWG data and identify areas of concern and priorities for the CPS. Members are also consulted on the Area Business Plan and other strategies such as Area restructure; Revised Witness Care Unit Service for Victims and Witnesses; CPS Wales Business Plan; Code consultation; Community Engagement activity; CPS Equality and Diversity Objectives; Social Networking offending; Gypsy and Traveller Involvement Strategy. Feedback is incorporated into local strategies or feedback to CPS Headquarters.

12.2 The Groups and Scrutiny Panels provide feedback on the way in which the communities are likely to view our decision making and our case handling procedures

This section is an amalgamation of practice from CQS 12.2 criteria and specifically focuses on good practice and innovation in managing community engagement that makes effective use of available resources to develop sustainable community engagement practices.

12.2a Analysis/evidence of a range of mechanisms used to capture feedback from local communities, including LSIPs.

Good Practice – CPS East of England has established an Area Casework Committee to provide a clear and systematic line of reporting between the two Area LSIPs and the Area management and prosecution teams. The Area Casework Committee considers feedback and all documentation arising from the LSIP meetings; agrees action, develops a timetable for implementation, and allocates responsibility accordingly. This ensures that the LSIP deliberations are picked up, acted upon and monitored systematically within the Area.

CPS East Midlands has designed a ‘summary of panel outcomes’ document to enable community representatives to cascade the issues raised from all the panels with their communities in an easily understood and summarised format. Questionnaires are often distributed when larger public events are attended to obtain specific feedback. For example the Area attended the Nottinghamshire Pride event and received some valuable feedback from the LGBT community regarding perceptions of personal safety. The feedback was shared with CJS partners, scrutiny panels and CPS Headquarters.

CPS Thames and Chiltern use a range of mechanisms to capture feedback from local communities, including LSIPs, as follows:

- CPS staff attending community and partnership meetings
- Discussions at conferences
- Face to face discussions with LSIP members at meetings
- Feedback from the LSIP Operational induction training
- Feedback at the Area Confidence Board
- Training and evaluation of Training
- Capturing concerns and discussions in minutes and responses provided in reports and papers
- Feedback from DV Scrutiny Panel
- Direct engagement with DV victims.

CPS Special Crime and Counter Terrorism Division (SCCTD) initiated a challenging project to improve engagement with communities in relation to Deaths in Custody. A scoping meeting was arranged with external partners and was chaired by the Director of Public Prosecutions (DPP). One of the outcomes of the meeting is for the CPS to have individual meetings with external partners and families. It was also agreed between the attendees that a wider consultation needed to take place before the format of the engagement process could be designed.

12.2b Analysis/Evidence of systematic communication throughout the Area of feedback/recommendations from LSIPs.

Good Practice – CPS East Midlands have a systematic and consistent method of sharing and cascading information from the panels to staff, using management teams, team meetings, publication of information and online communication. The Area also provides members of the senior management team and the Area Hate Crime/VAWG Coordinators with regular updates following meetings with community stakeholders. The Area keeps panel members' skills and knowledge of the CPS up to date through the use of a 'Knowledge Refresh Pack' which has removed the need for the Area to provide a formal training course for panel members.

CPS South West provides feedback to staff via a regular engagement article in South West Brief outlining all engagement and its outcomes, along with other reports and meeting minutes. The South West internet site also reports outcomes of LSIPs and other engagement to the wider public. LSIP feedback is captured in LSIP minutes and outcome forms and shared with participants and staff. A 'digest' of feedback from different LSIPs with key messages is produced and shared with Hate Crime leads and all staff.

CPS Wessex details within their community engagement strategy all the agreed processes for communicating feedback from LSIPs across the Area. This includes one to one feedback to relevant staff and learning points disseminated to all staff through the 'Latest Community Feedback' section on the CE page on the Wessex Information Zone (WIZ). The community engagement page includes latest community engagement activities, equality and diversity news and community feedback.

CPS Merseyside and Cheshire have made arrangements for systematic communication throughout the Area of feedback/recommendations from LSIP meetings as evidenced in the LSIP, TOR.

- Up-dates have been produced for inclusion in 'Review' the newsletter which is circulated to every member of staff in the Area.
- LSIP feedback is provided at the bi-monthly staff focus group meeting. The staff focus group includes a nominated representative from each

unit/team across the Area who takes responsibility for cascading information. A member of the Staff Focus Group has now been nominated to attend LSIP meetings which will further strengthen the Area's feedback structures.

- The Area HCC and VAWG lead are included in the circulation of LSIP minutes and cascade LSIP feedback/recommendations to specialist prosecutors at their quarterly Hate Crime and VAWG meetings.
- The CCP is responsible for ensuring that individual feedback is provided to prosecutors following file scrutiny at LSIP meetings, as appropriate. For example, scrutiny of a DV case at an LSIP meeting prompted the DV Co-ordinator to circulate a reminder to prosecutors to ensure that representations in relation to summary trial go beyond references to sentence and highlight the potential impact of the time duration on the victim.

12.2c Analysis/Evidence of a clear strategy/plan and systematic communication to wider communities of LSIP actions and outcomes implemented as a result of feedback provided by the LSIP.

Good Practice – CPS East Midlands has developed a system for staff to gain a broader understanding of local communities through the provision of self managed learning resources stored on the EMLIN site within the Equality Policy Information Section. Area senior manager meetings take place every six weeks and include sessions on equality, diversity or community engagement themes which are run by the District Chief Crown Prosecutor (DCCP).

CPS North East at the end of each panel meeting considers key messages for communities, to assist the panel members in feeding back. The Independent Co-Chair of the Homophobic/Transphobic HCSP has drafted a key messages document for dissemination to communities which is placed on the Area website for Panel members to refer to.

CPS Wales has an LSIP communications strategy that outlines how wider communities will be informed of LSIP recommendations and outcomes. The strategy includes the following communication mechanisms:

- CPS Wales website and intranet that is updated with pictures and information about panel members together with LSIP outcomes.
- Community newsletters are utilised to promote the work of the panel for example Age Cymru Newsletter.
- Panel members raise awareness of the role of CPS and LSIPs across their own organisations and communities. This role is included in the LSIP TOR.
- A bi-lingual LSIP leaflet has been produced for use at events.

- Following each LSIP, meetings are held with the relevant police force to discuss recommendations made by the panel and agree actions to address, including at police Hate Crime fora and police performance/operations meetings. Police newsletters are also utilised to provide feedback. Police representatives sit on most of the panels.
- Feedback is provided to other Criminal Justice Agencies, HMCTS and responses are provided at the following meetings.
- Work is ongoing with third sector organisations, police forces and local authorities to promote the role of the CPS, its Hate Crime policies and the LSIPs by hyper linking CPS policies on websites.

12.3 We use feedback to review how we conduct our cases

This section is an amalgamation of practice from CQS 12.3 criteria and specifically focuses on good practice and innovation in managing community engagement that makes effective use of available resources to develop sustainable community engagement practices.

12.3a Analysis/Evidence of clear actions, improvements and positive changes implemented in decision making and case handling from LSIPs.

Good Practice – CPS North East include actions taken as a result of feedback from Panels in the schedule of outcomes of the Homophobic/Transphobic HCSP. One particular example is the work ongoing in relation to the use of Community Impact Statements (CIS) in cases involving Homophobic/Transphobic Hate Crimes committed on the gay scene in Newcastle. Once effective, this will inform decision-making in relation to the public interest stage of the Code test, and also in relation to bail conditions, as well as informing sentencing. Plans are in place to discuss compiling a CIS in relation to Hate Crimes against the Jewish Community in Gateshead.

CPS Merseyside and Cheshire LSIP recommended at a meeting that the Area should consider delivering FM, HBV and FGM training to prosecutors to increase awareness and confidence. The training was delivered to Area Specialist DV prosecutors. Further examples of actions arising from the LSIP include research into Victim Personal Statements (VPS) which is being progressed in partnership with other local CJS agencies via Merseyside LCJB.

CPS London had made positive changes following the feedback received from local communities through public panels. Panels have provided the Area with concerns about the use of CIS used for Operation Withern (public disorder 2011) cases. The panel argued that the CIS were very police focused with very little content from a community perspective. This was escalated to

the area Casework Quality Committee and will be taken forward with the Mayor's Time for Action unit that is currently looking at CISs.

CPS Wales following feedback from LSIP members the Hate Crime Co-ordinator developed an accredited Hate Crime Training package to address the need to provide further training for prosecutors to ensure consistency in the handling of cases, proper application of Hate Crime policies, appropriate identification of cases, ensuring S146 is applied and improving the quality of MG3s and ongoing reviews. The training has been rolled out to the CPS across Wales and is being rolled out to all four police forces. Following feedback from LSIP members that the use of homophobic verbal abuse is enough in itself to prove that the defendant **intended** to cause harassment, alarm or distress, prosecutors have been advised to select a charge of Section 4a of the Public Order Act, which includes **intent**, rather than Section 5 in such cases (applies to all Hate Crime strands). Guidance on the use of appropriate language when dealing with homophobic Hate Crime cases has been issued to all staff following concerns from LSIP members regarding language used in some case reviews including use of the word "homosexual".

CPS Welfare Rural and Health Division (WHRD) have delivered workshops to investigators to improve disclosure performance which will impact on the ability to deal with casework more effectively. Participation in workshops to review the content of the Interview under Caution (IUC) letters for the Fraud Investigation Service has had the impact of increasing the level of attendance at IUC and thereby reducing delay in the investigative process and enabling the ability to tackle judicial criticism received about delays in bringing these cases to court.

CPS SCCTD met with the Bereaved Relatives Team at Victim Support, which resulted in a CPS contribution to a leaflet designed to explain the rudiments of the appeals process to victims, their relatives and the police liaison personnel.

12.3b Analysis/evidence of the outcomes from wider engagement activity that have resulted in improvements in case conduct.

Good Practice – CPS North East has engaged with prison officers following the acquittal of a prisoner charged with serious assaults upon a group of prison officers. The defendant was acquitted following a plea of self-defence based upon the argument that he feared attack because he had been attacked by prison officers in the past and was still suffering from post-traumatic stress disorder (PTSD). This decision was interpreted as suggesting that prisoners can attack prison officers with impunity if they simply argue PTSD. This resulted in a loss of confidence in the CJS amongst the community of prison officers. The engagement activity that has taken place assists the CPS to understand the concerns of prison officers in relation to prosecutions, and to address those concerns in reviewing files involving the

prosecution of prisoners. This has informed case reviews regarding strengthening cases involving prisoner's possession of drugs and mobile phones.

CPS Wales has ongoing work which will result in an enhanced multi agency approach to tackling DHC. In the short term engagement has enabled the CPS to improve its case conduct by acting on feedback regarding the need for early recognition of DHC and looking for the extra evidence to prove hostility towards disability. This has resulted in improvements in the quality of **MG3s** including better action plans for the police and an increase in the number of cases identified as DHC (57 cases in 2012-13 Quarters 1-3; Highest volume in 5 years).

CPS Wessex as a result of engagement with victims in refuges and Women's Aid identified that DV victims do not understand the system. As a result the Area have worked with the police in Hampshire to develop an enhanced measures protocol for high risk DV victims, making sure more is done now to prevent repeat victims. For CPS this is mainly achieved through enhanced victim care and an enhanced prosecution approach where victims retract their evidence, an example of this is the introduction of a single point of contact in each office for dealing with cases for example authorising discontinuance.

CPS Wessex CCP met with the Chief Executive of the British Olympic Association (BOA). A key issue was the Tom Daley twitter case dealt with during the Games. The BOA said they could not have been more pleased with the way the case was handled by the CPS, and our liaison with them and was able to provide further input to a second case by talking directly to the two divers involved.

Innovation

CPS London, feedback was received at the British Transport Police young people's Independent Advisory Group from young people who raised the issue of their perception that cases being prosecuted following the riots were disproportionately 'harder' on young people. The young people accepted an offer to set up a one off scrutiny panel meeting to look at finalised public disorder 2011 files. The Area also received a request from a member of CAF for young people to attend a panel meeting when files would be discussed. The young people stated that they had never heard of CIS and that the impact on young people was clearly missing from such statements. The Area is now actively involved in changing the content of CIS; and has currently developed a draft, new CIS to be used for gang related cases and has introduced a local monitoring flag for the use of CIS. Two young people have been co-opted on to the panels by invitation of the members to ensure that young people's perspectives are taken into consideration.

12.3c Analysis/Evidence of case conduct reviews incorporating community feedback and its impact – mechanisms in place and identification of outcomes.

Good Practice – CPS South East undertakes case reviews outside the LSIP process to identify issues with performance. For example the Kent Area Coordinator organises a Rape Operational Group multi agency meeting on a quarterly basis with a remit of evaluating local protocols against local practice and updating them on performance and casework reviews. At a meeting with representatives from Rubicon, a counselling provider for rape victims concern was expressed about the provision of counselling before any criminal trial commenced. The District Coordinator reviewed the guidance and provided the advice that prosecutions cannot stand in the way of therapy for victims either before, during or after proceedings. The Area is also liaising with the witness care team to ensure, in those cases resulting in a charge of rape, the witness care team will be referring to an Independent Sexual Violence Advisor (ISVA), if it becomes apparent that a victim wants or needs counselling as a result they should not be prevented from doing so.

CPS Wales, following concern over discrepancies in CPS and police data, a Hate Crime data assurance regime was agreed with Association of Chief Police Officers (ACPO). A monthly schedule has been agreed with the four Wales police forces whereby the HCC and police Hate Crime lead undertake a detailed review of all finalised and live cases. The assurance provides: evidence of any lack of flagging/identification by police and CPS; more information about the causes of attrition and opportunities to increase the number of cases prosecuted. General LSIP recommendations are also incorporated in to these reviews. Lessons learned and good practice is fed back to managers and staff. Following feedback from LSIP members in Dyfed Powys regarding CPS identifying some disabled victims as vulnerable but not taking the further step to look for hostility towards disability, a regular review of all victims flagged as 'vulnerable or intimidated witness' (excluding DV victims) is undertaken. Although in its infancy the review has identified one case where further evidence may have proved hostility towards disability. Lessons learned are fed back to staff.

CPS Yorkshire and Humberside Community Team undertook a review of unsuccessful Hate Crime cases for the West Yorkshire Eastern District. Some of the cases included within the sample had also been reviewed by the HCSP so their feedback was incorporated, adding a more independent dimension to the report. Individual lawyers have received feedback as a result and future reviews and performance data will reveal what impact this has had on case handling.

CPS Yorkshire and Humberside's Community Team also met with the Community Safety Team (CST) to review their reports of anti-Semitic hate incidents in Leeds to see if there were any lessons to learn for the agencies involved. All incidents had some level of police involvement but only one was referred to the CPS, which resulted in a conviction. Some lessons were identified in relation to the importance of victims taking immediate action to ensure that evidence is not lost. The development of a specific local leaflet on anti-Semitic crime for the CST to give to those who report incidents explaining the law and prosecution process to encourage reporting and participation in prosecutions was also discussed.

12.3d Analysis/evidence of community feedback informing the support provided to and communication with victims and witnesses through the prosecution process.

Good Practice – CPS Merseyside and Cheshire has continued its support for the Interchange Project – an initiative that links Higher Education institutions with Voluntary, Community and Faith Sector organisation for the purpose of community focused research. The Area has helped a final year criminology student to research the support available to DA victims in Merseyside and Cheshire, including CPS support provided to victims and witnesses through the prosecution process. The Area has also played a key role in the development of the 'Listening and Learning' reports for Merseyside and Cheshire. The reports were researched and written as part of the Victims' Services Advocates Project. One of the key objectives was to use community feedback to inform the decisions of the new PCCs in relation to the support provided to and communication with victims and witnesses.

CPS North East Racist and Religious HCSP offered training to Witness Care officers (WCOs) to raise awareness of issues relevant to victims and witnesses from different ethnic and/or faith communities. Panel members delivered training, together with the EDCM, to WCOs in Northumbria. The training was well received and the evaluation indicated that most of the WCOs who attended had learned something which they could apply to their day to day work. The training is to be rolled out to the Witness Care Units (WCU) in the other two areas and comments of the CIPs have been incorporated into Direct Communication with Victims (DCV) Training.

CPS Wales, following a racially aggravated assault case, the Valleys Race Equality Council expressed concerns about the way Newton hearings are explained to victims. In response the Area has produced guidance and template WCU letters. LSIP recommendations have resulted in a complaints log being developed to capture informal verbal "complaints" from victims to WCOs. These are followed up with the aim of increasing victim satisfaction levels. Work with Mencap Cymru has resulted in the creation of a letter template that includes colour coded symbols to assist victims/witness with

learning disabilities and Mencap helpline information in order for staff to explain the content. A review of DCV letters by LSIP members has resulted in the letter templates being amended and quality control checks being undertaken.

CPS Yorkshire and Humberside have used community feedback in different ways to inform how to communicate with and support victims and witnesses. A DV Scrutiny Panel meeting included a selection of DCV letters for review. The panel's feedback formed the basis of a checklist, which has been circulated to Victim Information Bureau (VIB) teams and posted on the Area communications portal for all staff to access to improve the quality of letters. The DV review highlighted poor communication with victims and witnesses post charge unless the safeguarding unit is involved. This has resulted in some specific recommendations to improve communication with victims and witnesses, for example to explore and develop a communication link with the victim and witnesses after charge.

12.4 We work with the police and local authorities to respond to the priorities that emerge in neighbourhoods and communities, such as anti-social behaviour.

This section is an amalgamation of practice from CQS 12.4 criteria and specifically focuses on good practice and innovation in managing community engagement that makes effective use of available resources to develop sustainable community engagement practices.

12.4a Analysis/evidence of work to establish links, share information and local intelligence, for example, the police, LCJBs, Police and Crime Commissioners and other locally elected individuals, CSPs, LSPs, DV/SDVC fora etc.

Good Practice – All CPS Areas have undertaken engagement activity with the PCC candidates in their local areas. This included developing a briefing pack for candidates and meeting with newly elected PCCs to raise awareness of CPS priorities and local issues.

CPS East Midlands, CCPs and DCCPs have been pro-active in the planning process for the introduction of the new PCCs. The Area participated in all 5 County LCJB preparations and planning to ensure the new PCC roles were supported and fit into local criminal justice delivery processes. The Area invited all the newly elected PCCs to a panel meeting which was opened up to all community representatives including those who only supported the scrutiny panel meetings. The PCC and PCCs Chief Executive for Lincolnshire and the Deputy PCC for Nottinghamshire attended. Both the PCCs gave the CIP a short presentation of their individual vision and approach to their new roles

and one PCC has expressed an interest in participating in one of the scrutiny panel meetings.

CPS London has developed protocols that have recently been signed with the Met Police in relation to DV. Tackling gangs is a key priority in London and the London Crime Reduction Board are currently putting together a pan London anti gangs' strategy. Membership of the group includes representatives from local authorities and the CJS – it is chaired by the Mayor of London, who also acts as the appointed PCC for London.

CPS South East, CCPs and DCCPs have met each PCC in the Area to discuss a number of local issues following their election. The PCC in Surrey is very keen on the introduction of a victim led system; the PCC in Kent is keen to support the CCP's drive to establish a Sexual Assault Referral Centre (SARC), which has resulted in the CCP instigating a large multi agency meeting to take this forward with PCC support. Meetings in Sussex have focussed on VAWG and a push to use body cameras when attending DV incidents – this was prompted as a result of feedback on funding issues by the LSIP members.

CPS South West CCP and senior management team have maintained regular contact with all PCC candidates and now elected PCCs to establish local priorities and strategy and to help ensure that Hate Crime and VAWG remain high on local agendas. The CCP has set up and now chairs a regional group of Chief Constables and all three PCCs for the Area to take forward a joint strategic partnership.

CPS West Midlands CCP chaired a series of meetings with incoming PCCs individually on the role of the CPS and engagement activity. These were to establish early working relationships, and provide information for prospective candidates. Meetings were held across the four police force areas; further meetings are scheduled with CCPs/DCCPs ensuring engagement takes place as part of the Areas community engagement plan.

CPS Yorkshire & Humberside participated in a series of roadshow events across North Yorkshire in the run up to the PCC election to demonstrate to the public and the candidates how various agencies are tackling crime and disorder across the county. The CCP met with some of the candidates prior to the elections and has since met with the successful candidates along with the DCCPs. The Area website included a section specifically for PCC candidates, and included the PCC briefing pack.

12.4b Analysis/evidence that proactive partnership activity has been undertaken, with the police and other relevant partners' e.g. local authorities, Police and Crime Commissioners and other locally elected individuals in order to identify and prioritise the crime and anti-social behaviour issues and areas of concern of local communities which have clearly defined objectives and outcomes for the CPS.

Good Practice – CPS North West work closely with Greater Manchester Police and Manchester City Council in developing a coordinated approach to Hate Crime. The CPS, Manchester City Council and Greater Manchester Police held a stakeholder conference with the aim of sharing information and work with stakeholders from the LGBT Community, BME community, and disabled people to formulate a joint Hate Crime strategy. The conference was attended by over 110 participants who worked with the Hate Crime Partnership to formulate a strategy and set priorities. The CCP spoke at the event and a joint Hate Crime strategy was launched with a range of Hate Crime awareness events and a campaign across Greater Manchester. This includes a Hate Crime brand which has been developed jointly with partners.

CPS London staff are proactive in establishing links with CJS partners and other stakeholders. The Branch Crown Prosecutor (BCP) and borough gang specialist in the London Borough of Enfield has worked in partnership with the local authority, NHS, Police and Judiciary as part of the 'Call-Project'. The initiative is part of a radical new approach to the area's street gangs. Gang members are ferried to court for a 'call-in' – a technique originally pioneered in the United States where offenders are forced to collectively attend face to face meetings with police officers, accident and emergency surgeons, former criminals and victims of crime. The idea is to confront them with the consequences of their crimes but also to offer them a way off the streets if they abandon their violence.

CPS Yorkshire and Humberside community team prosecutor has undertaken work with the police to develop a policy in relation to prostitution, a community priority in Chapeltown, Wortley and Holbeck. The policy, which is Leeds-wide to avoid displacement to other parts of the city, provides a consistent approach to diversion and prosecution. Prosecution of street prostitutes is considered only when diversion attempts have failed and the community team prosecutor had been encouraging the police to use a kerb crawling course in appropriate cases as part of a Conditional Caution. Cases charged by the police will include a CIS where appropriate.

CPS Yorkshire and Humberside have, more domestic burglaries recorded in Leeds each year than in any other Local Authority area, the cost of which in 2011 was approximately £35million. It was decided that a CIS would be useful in illustrating the prevalence of burglaries, which would then enable the court to impose higher sentences. A VPS in individual cases is also obtained and

read out in court. The District has dedicated a lawyer to review the burglary cases. Initial findings in relation to the Leeds burglary initiative suggest that the average custodial sentences have increased from 18 to 23 months. The community team prosecutor has worked with Wakefield Area Business Against Crime, West Yorkshire Police and Wakefield Council's Anti Social Behaviour (ASB) Unit to exclude persistent offenders from local businesses. The scheme, which has been publicised locally, focuses on individuals responsible for a significantly high proportion of offending in the area. If an individual offends whilst subject to an exclusion notice, prosecutors inform the Court of the existence of the exclusion notice where it is likely to be viewed as an aggravating feature, which could attract a higher penalty. It can also be used to support an application for an Anti Social Behaviour Order (ASBO).

12.4c Analysis/evidence of business benefits arising out of work with police and local authorities Police and Crime Commissioners, other locally elected individuals and wider CJS partnerships.

Good Practice – CPS London has protocols that have recently been signed with the Met Police in relation to DV. Tackling gangs is a key priority in London and the London Crime Reduction Board are currently putting together a pan London anti gangs' strategy. Business benefits, ensuring positive outcomes include providing additional briefings when liaising with partners to help speed up processes and securing appropriate sentences. Learning from the gangs' enforcement approach, such as presenting problem profiles, has helped in securing appropriate sentences.

CPS West Midlands Disorder Unit won the CPS National Staff Awards 2012. As a result of the public order disturbances 2011, it was necessary for CPS staff to be available to deal with the extra work that resulted. Members of staff were needed to cover night courts and Sunday courts, and were asked to deal with charging decisions out of hours. Reacting to events very quickly, a team of lawyers was set up with some taking the lead for charging decisions and others dealing with cases in court. This obviously had the knock on effect of producing a significant bulge of work in the West Midlands CPS offices of both contested and non-contested matters in the youth, magistrates' and Crown Courts.

CPS Yorkshire and Humberside had two middle aged men who harassed various member of a small community in Egton, a village in North Yorkshire, since 1989. The community team prosecutor worked with the police to build a strong application for an ASBO in respect of both of them. As a result, life long orders were granted, which will impact upon public confidence within the village and improve the prospects of witnesses coming forward in the future.

Innovation

CPS Yorkshire and Humberside, in the Walmgate area of York has a disproportionate amount of drink related ASB, mostly caused by people well known to the police and other agencies. The Council legally declared this area as a Designated Public Place giving police additional powers to confiscate alcohol in certain circumstances to reduce disorder. The police also launched Operation Astound in June, which is targeted at the top 20 street drinkers with the aim of having them declared “Habitual Drunks”, a status lasting for three years. The community team prosecutor advised the police on a CIS with a view to informing Public Interest decision support ASBOs/Drink Banning Orders (DBOs) and assist with sentencing.

CPS Yorkshire and Humberside have in Hull issued more DBOs (102 since February 2011) than any other city in the country. The work has resulted in a significant reduction in alcohol related crime within the city. A recent ‘before and after’ audit amongst those issued with DBOs has shown:

Assaults	– 175 before compared with 10 after
Public order	– 302 before compared with 16 after
Other drink related offences (damage/robbery)	– 100 before compared with 14 after.

Annex A – Equality, Diversity and Community Engagement Managers (EDCEMs)

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Welfare and Rural Health Division	Simon Clements	Simon.Clements@cps.gsi.gov.uk

Annex B Explanation of Terms and List of Abbreviations

ASBO	Anti-Social Behaviour Order is a civil order made against a person who has been shown to have involved in anti-social behaviour.
Community Accountability Forum (CAF)	The CAF which is made up of external community partners, representatives from the staff networks and CPS staff meets quarterly and provides external scrutiny and community accountability and is a consultation forum for CPS policies and strategies.
Core Quality Standards (CQS)	CQS sets out in plain language the prosecution process and the level of service that both CJS partners and members of the public can expect of the CPS. The standards are listed in chronological order from early advice at the outset of the case through to appeals and complaints which may follow at the conclusion of proceedings. CQS 12 relates specifically to community engagement. A copy of the CQS is available via the following link: http://www.cps.gov.uk/publications/core_quality_standards/
Direct Communications with Victims	A direct communication with the victim of a crime is required to be sent within five working days if a decision is made by the CPS not to proceed in respect of a particular charge or, where a decision is taken to substantially alter a charge. In addition, a meeting should be offered to the victim in certain categories of cases. There is an enhanced service for vulnerable and/or intimidated victims, who must be notified within one working day of the decision.
Equality Act (2010)	The Equality Act 2010 bans unfair treatment and helps achieve equal opportunities in the workplace and in wider society. The Act prohibits unfair treatment in access to employment and private and public services regardless of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex, and sexual orientation (protected characteristics).
Hate crimes (includes including homophobic and trans phobic hate crime, racially and	A Hate Crime is any criminal offence that is motivated by hostility or prejudice based upon the victim's: disability; race; religion or belief; sexual orientation; or gender reassignment. The latest report on Hate Crime prosecutions for 2008-09 can be assessed at http://www.cps.gov.uk/publications/equality/index.html

<p>religiously aggravated hate crime, disability hate crime)</p>	<p>Policy and Guidance on Racist and Religiously aggravated crime can be accessed at http://www.cps.gov.uk/publications/prosecution/racerel.html</p> <p>Policy and Guidance on homophobic and trans phobic crime can be accessed at http://www.cps.gov.uk/publications/prosecution/homophobia.html</p> <p>Policy and Guidance on Disability Hate Crime can be accessed at http://www.cps.gov.uk/publications/prosecution/disability.html</p> <p>Policy for prosecuting crimes against older people can be accessed at http://www.cps.gov.uk/publications/docs/caop_policy.pdf</p>
<p>Hate Crime Co-ordinators</p>	<p>All 13 CPS Areas have Hate Crime Coordinators to ensure the leadership of work on Hate Crimes and feed into the Area governance. The role covers performance management, community and stakeholder engagement and implementation of policy.</p>
<p>Independent Domestic Violence Advisors (IDVA)</p>	<p>The main purpose of independent domestic violence advisors (IDVA) is to address the safety of victims at high risk of harm from intimate partners, ex-partners or family members to secure their safety and the safety of their children. Serving as a victim's primary point of contact, IDVAs normally work with their clients from the point of crisis to assess the level of risk, discuss the range of suitable options and develop safety plans.</p>
<p>LGB</p>	<p>Lesbian, gay and bisexual people can often face discrimination, harassment and violence as a result of their sexual orientation. A lesbian is a woman who is physically, sexually and/or emotionally attracted to women; a gay man is a man who is physically, sexually and/or emotionally attracted to men; and a bisexual person can be either a man or a woman who is physically, sexually and/or emotionally attracted to both men and women.</p>
<p>Local Scrutiny and Involvement Panels (LSIP)</p>	<p>From April 2011 the previous Hate Crime Scrutiny Panels and the Community Involvement Panels have been combined to provide regional case scrutiny of finalised Hate Crime and VAWG case files. Lessons learnt are used to improve prosecutions of Hate Crime and cases. The LSIPs also provide a forum to consult on policies and strategies.</p>

<p>Racially and religiously aggravated offences</p>	<p>An offence may be defined as racially or religiously aggravated if: 1) at the time of committing the offence, or immediately before or after doing so, the offender demonstrates toward the victim of the offence hostility based on the victim’s membership (or presumed membership) of a racial or religious group; or 2) the offence is motivated (wholly or partly) by hostility towards members of a racial or religious group based on their membership of that group.</p> <p>The racially or religiously aggravated offences category currently comprises offences of actual bodily harm and grievous bodily harm without intent; criminal damage; and assault without injury.</p>
<p>Section 146</p>	<p>Section 146 of the Criminal Justice Act 2003 provides that where an offence is based on hostility towards disability or presumed disability or sexual orientation it will be seen as an aggravating factor at sentencing stage.</p>
<p>Public Order Act</p>	<p>The criminal law in respect of public order offences is intended to penalise the use of violence and/or intimidation by individuals or groups. The principal public order offences are contained in Part I of the Public Order Act 1986 ('the Act').</p>
<p>Trans People</p>	<p>The medical term for people who are uncomfortable with the role they are expected to fulfil because of their physical sex at birth is 'Gender Dysphoria'. Those who seek to permanently change their outward physical appearance in order to live more comfortably in the opposite gender role are described as 'transsexual people'.</p> <p>The process of changing one’s gender role is referred to as 'transition'.</p> <p>The original American usage of the term 'transgender' referred to people who adopt the opposite gender role from the one assigned to them at birth, but without the formal clinical diagnosis and control connected with the term 'transsexual'. They may change role permanently or only some of the time.</p> <p>Nowadays the term 'transgender' is used by many people as an umbrella term. An alternative word is 'trans'. The use of 'trans' is preferred by some as it avoids ambiguity and recognises the original distinct meaning of 'transgender'.</p>

	<p>Trans as an umbrella term includes transsexual people, transgender people, people who cross-dress and a range of other distinct forms of identity and expression. Strangers are unlikely to be aware of the distinctions and simply perceive someone who appears to violate conventional gender 'rules'.</p> <p>Trans people are therefore quite clearly diverse. People perceive and express their gender identity in different ways. The experience of discrimination, harassment, victimisation or adverse outcomes is common to all trans people though. (Equality and Human Rights Commission)</p>
Victims' Code	<p>Code of Practice for Victims of Crime sets out the services victims can expect to receive from the Criminal Justice System. A copy of the Victims' Code is available via the following link: Victims & Witnesses: Code of Practice for Victims of Crime (Victim's Code)</p>
Violence Against Women and Girls (VAWG) strategy	<p>The strategy aims to secure the coordination and improved prosecution response to a range of crimes that fall under the umbrella term of VAWG. Human rights are the principles that underpin the development of Violence against Women and Girls work, drawing on the United Nations conventions that the UK has signed and ratified.</p> <p>Although this strategy focuses on women and girls as victims, the CPS is fully aware that men may also be victims (such as in cases of rape and domestic violence). These victims will have the same access to protection and legal redress.</p> <p>VAWG includes the following strands: domestic violence, harassment, rape, sexual offences, honour-based violence, forced marriage, Female Genital Mutilation, human trafficking, pornography, prostitution, and child abuse.</p> <p>http://www.cps.gov.uk/publications/docs/vaw_strategy_english.pdf</p> <p>The latest report on violence against women and girls prosecutions for 2009/10 can be accessed at http://www.cps.gov.uk/publications/equality/vaw/index.html</p>

<p>Violence against Women and Girls(VAWG) Assurance</p>	<p>Since January 2011, as part of Area Performance management, Chief Crown Prosecutors provide six-monthly assurance reports to the Chief Operating Officer on their VAWG prosecutions, all of which are reviewed by Director of Public Prosecutions. This links to Core Quality Standards Monitoring, covering all VAWG crimes, with a primary focus on domestic violence, rape and sexual offences. It includes a qualitative assessment of approximately 25 per cent of rape prosecutions. The assurance addresses any identified problems with proposed solutions and comments on any police force district variation, as appropriate.</p>
<p>Violence against Women and Girls (VAWG) Co-ordinators</p>	<p>All 13 Areas have selected VAWG Coordinators to ensure the leadership of VAWG work and feed into the Area governance. The role covers performance management, community and stakeholder engagement and implementation of policy.</p>

Abbreviations

ACPO	Association of Chief Police Officers
ASB	Anti-Social Behaviour
BCP	Branch Crown Prosecutor
CAF	Community Accountability Forum
CCP	Chief Crown Prosecutor
CIS	Community Impact Statement
CJS	Criminal Justice System
CPS	Crown Prosecution Service
CQS	Core Quality Standards
DA	Domestic Abuse
DBO	Drink Banning Order
DCCP	Deputy Chief Crown Prosecutor
DHC	Disability Hate Crime
DPP	Director of Public Prosecutions
DV	Domestic Violence
EDCEM	Equality, Diversity and Community Engagement Manager
FGM	Female Genital Mutilation
FM	Forced Marriage
HBV	Honour Based Violence
HCC	Hate Crime Coordinators
HMCPSP	Her Majesty's Crown Prosecution Service Inspectorate
HMCTS	Her Majesty's Courts & Tribunals Service provides support for the administration of justice in courts and tribunals.
IDVA	Independent Domestic Violence Advisor
ISVA	Independent Sexual Violence Advisor
IUC	Interview Under Caution
LCJB	Local Criminal Justice Board
LGBT	Lesbian, Gay, Bisexual and Transgender
LSIP	Local Scrutiny Involvement Panel
PAID	Public Accountability and Inclusion Directorate
PCC	Police and Crime Commissioner
SARC	Sexual Assault Referral Centre
TOR	Terms of Reference
VAWG	Violence against Women and Girls
VIB	Victim Information Bureau
VPS	Victim Personal Statement
WCO	Witness Care Officers
WCU	Witness Care Unit

