

Victim of Crime Charter

Consistent, compassionate, and effective care to victims of all crime is essential. This charter sets out how victims should be treated and supported by the Community Safety and Security team. Through providing a high-quality support service we will increase confidence and satisfaction which in turn can help to reduce the impact of crime and encourage victim cooperation in criminal investigations. The charter will also build confidence in Imperial's community and demonstrate our positive approach, drive, and commitment to reduce crime and protect and support all our staff and students. Imperial is a world renowned and iconic institution, nothing less than an excellent service to our community is acceptable, this charter is another way to cement our reputation, promote Imperial and support our community to the fullest.

Report Stage

- Security staff will communicate with all victims politely, treating them with dignity, respect, compassion, and empathy.
- Communication and investigations will be conducted in a manner that recognises and meets the needs of the individual.
- The rights and wishes of victims must be listened to and respected.
- Consideration must be had with international students for the use of interpretation support.
- All investigations, information and communications will be treated with the utmost confidentiality and the wishes of victims must be listened to and respected.
- Community safety and security staff will provide crime prevention advice and support to victims of crime at the time of taking reports and record the advice supplied.

- Community safety and security staff will take detailed initial crime reports and conduct the initial investigation. They will review CCTV footage to try and detect offenders at the earliest opportunity and identify witnesses. If footage is not viewed an explanation as to why will be recorded on the crime report.

- At the time of taking a crime report community safety and security staff will support victims in reporting offences to the police whether on the phone, in person or online. This can be an especially concerning or confusing challenge for our international community, so it is an essential aspect of support in the initial stages of an investigation/report.
- The Community Safety and Security Service Manager on the early shift will undertake ownership of the past 24hrs crime incidents and victims from cradle to grave.

Post Report

- All victims of crime will be contacted either in person or via e mail by a Community Safety and Security Service Manager or nominated deputy. That manager will advise and support the victim of crime and be their single point of contact.
- The Community Safety and Security Service Manager will be responsible to update the relevant departments Senior Faculty Tutors/ Student Support and or any other Imperial support mechanisms support to the victim of crime but only if approved by that said person.
- The Community Safety and Security Service Manager with responsibility for an investigation will maintain regular contact, at least once a week, with all victims up until the investigations is closed locally and they have been informed of that fact.
- The Community Safety and Security Service Manager shall act where required as a liaison on behalf of the victim with any agencies involved in the investigation.
- Victims will be provided with the Community Safety and Security Service Manager contact details to ensure they have a single point of contact allowing them to make enquiries about their crime or receive advice and support promoting confidence and satisfaction.
- The Community Safety and Security Service Manager responsible for an investigation will maintain an accurate timelined record of all actions undertaken and communications made throughout the investigation.
- Victim expectations will be managed through open, honest, and transparent communications.
- The Community Safety and Security Service Manager should request and record feedback from victims, then using this will engage with staff to ensure the highest standards possible of victim care and customer focus are maintained.
- Good victim care and customer service will be recognised. The Community Safety and Security Service Manager will raise identified good practice and positive feedback onto the team leaders and staff. This should also then be recorded and included during staff annual appraisals.

- Where attendance at court proceedings is required, this will normally be supported by Senior Faculty Tutors however the Community Safety and Security team should always be able to assist where required or wished for by the victim.
- Poor performance will be strongly challenged and then managed through existing disciplinary or training processes.

Nigel Ward

Deputy Head of Community Safety and Security

29/01/25