

How the new Victims' Code helps ensure confidence in policing

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Hear from DCC Emma Barnett about the core role everyone in policing plays to support victims through the criminal justice process

News 2 mins watch

The new Victims' Code, which comes into force from April 2021, focuses on how and when police officers and staff should communicate with victims to help them feel supported.

The Code, enshrined within 12 rights, sets out the services and minimum standards that must be provided to victims of crime by organisations. The Code includes the right to be offered support when a victim reports a crime to the police. This includes an initial victim needs assessment which helps identify those who are entitled to receive enhanced rights.

Day in and day out, colleagues across the country are providing an excellent service to victims. It is crucial to get it right from the start. First impressions count and are not easily changed.

DCC Emma Barnett, the National Police Chiefs' Council's lead for victims and witnesses

Watch our video and find out why it is essential that everyone in policing has a professional and personal duty to victims as part of their core role.

Related resources

- [**Victims' Code – how officers and staff must support victims of crime**](#)
- [**See the new 12 rights of the Victims' Code**](#)

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