

“ PPP ”

People for Proper Policing in North Wales

Deputy Chief Constable's Blog Tuesday, December 02, 2008

More than ever before, we are focusing our efforts to ensure that victims of crime receive a better service to help them through both the **trauma of the offence** and the subsequent **complexities of the criminal justice system**.

Last week I was privileged to be at the launch of "**Victim Support Plus**" across Wales. The northern event took place in Conwy led by **David Hanson, Minister of State for Justice**. "Plus" is a new telephone service offering support to all victims of crime (excluding vehicle crime) within 48 hours of a police referral. Trained operators offer initial guidance and information and can also commission additional services such as lock replacement, emergency glazing or a personal visit from a qualified volunteer. **The service operates from 8.00am till 8.00pm**. You can find out lots more & contact details) at www.victimsupport.org.uk

The force has an excellent relationship with Victim Support North Wales and we are very keen to support them in this new endeavour.

I took the opportunity of the launch to talk about a new initiative we have developed with Victim Support to assist bereaved families in the most serious cases of all; those involving a death. **Family Liaison Officers (FLOs)** are specially trained Police officers who are appointed to support the deceased's family in **all cases of homicide and road death**. The quality of service provided through the deployment of FLOs is a critical area of Police work and we have some incredibly gifted exponents in North Wales. Not only do FLOs play a vital part in the overall investigation, they can also have a hugely beneficial impact on how a family responds to the loss. Whilst FLOs can never diminish the impact of such events, a successful deployment can affect the family's ability to come to terms with what has happened and to help them get on with their own lives.

The PPP comments Obviously victims need support but what we need most is support for our communities in the form of CRIME PREVENTION. We word searched all the DCCs recent blogs and we found only one use of prevent as in "developing 'prevention' strategies". It is not surprising we need 'Victim Support Plus' when we are so lacking in 'Crime Prevention Plus'! The support service operates from 8 am to 8 pm which is an improvement on the 9- 5 police service in most places.

North Wales chief officers were not exactly supportive of the family in the infamous case of the deceased motorcyclist.