

## Commissioner Designate for Victims of Crime

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24<sup>th</sup> August 2022

Our Ref: GH/LK/CON/002

**By Email Only:** [P&E@health-ni.gov.uk](mailto:P&E@health-ni.gov.uk)

Dear Sirs,

### **Re: Consultation on Violence and Aggression in the Workplace HSC Framework**

The Commission for Victims of Crime is an independent body which represents the interests of victims of crime in Northern Ireland.

The Commissioner Designate was appointed by the Minister of Justice in March 2022 to be an independent voice for victims of crime. The overarching purpose of the Commissioner Designate is to represent the needs and interests of all victims of crime and help drive systemic improvements across the criminal justice system. This will include helping to identify any areas where victims are not consistently being provided with their entitlements set out within the Victim Charter and ensuring that their issues and experiences are raised in the public arena, with Government, with criminal justice organisations and organisations that support and represent victims, in order to bring forward effective change.

The main responsibilities of the Commissioner Designate for Victims of Crime are to:

- Provide a voice for all victims of crime;
- Promote and encourage best practice;
- Review the adequacy and effectiveness of law and practice;
- Promote the Victim Charter and review its operation and delivery by service providers;
- Direct complaints and monitor outcomes.

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The Commissioner is encouraged that Health and Social Care, as an employer, has recognised the detrimental impact that violence and aggression in the workplace has on all health service staff and is taking proactive steps to mitigate that impact. Whilst a framework that operates within HSC workplaces is outside of the remit of the Commissioner's office, she is reassured to see the introduction of this framework in order to address the issues experienced by staff and reduce the prevalent opportunities for people to become victims of crime through violence and aggression in their workplace.

The Commissioner is pleased to note the importance the Framework places on the prevention and reduction of violence and aggression through the application of a trauma lens. The Commissioner is also encouraged to see HSC placing due importance on learning from previous instances of violence in the workplace and providing ongoing support to those staff members that have experienced it. The Commissioner would mirror HSC's instruction to report any criminal actions experienced by staff members to the PSNI.

The Commissioner would also ask that HSC employees are made aware of their rights within the Victim Charter, should they become a victim of crime through violence and aggression in their workplace.

The Victim Charter sets out the entitlements and services that victims of crime in Northern Ireland can expect to receive from a range of service providers, including the PSNI, Public Prosecution Service, Courts and Tribunals Service, and victim support service providers such as Victim Support NI.

Further information on the Victim Charter can be found [here](#).

If you would like to discuss any of these points in further detail, please do not hesitate to contact the office via:

Tel: 028 9052 6607

Email: [haveyoursay@cvocni.org](mailto:haveyoursay@cvocni.org)

Regards,

**Commissioner Designate for Victims of Crime**