



Vulnerability Knowledge  
& Practice Programme

# Vulnerability Knowledge & Practice Programme (VKPP)

Implementing the National Vulnerability Action  
Plan



# VKPP – Mission Statement

Coordinating and improving the Police Service response to vulnerability

- We gather, develop and use evidence and practice knowledge to drive joined up improvements across policing's response to persons who are vulnerable and / or subject to abuse, neglect and exploitation.
- We use our insight and reach to influence policy and practice, enable cross partnership working and improve outcomes for those requiring a policing response.

# NVAP Background

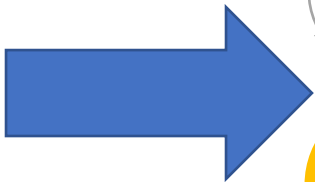
The National Vulnerability Action Plan (NVAP) is an evidence based plan designed to improve policing's response across public protection strands, such as domestic abuse, child sexual abuse and exploitation by:

Driving long-term change by targeting key practice gaps & following the evidence.

Reducing duplication of local and national action plans across policing.

Maximising learning opportunities across thematic areas and action plans.

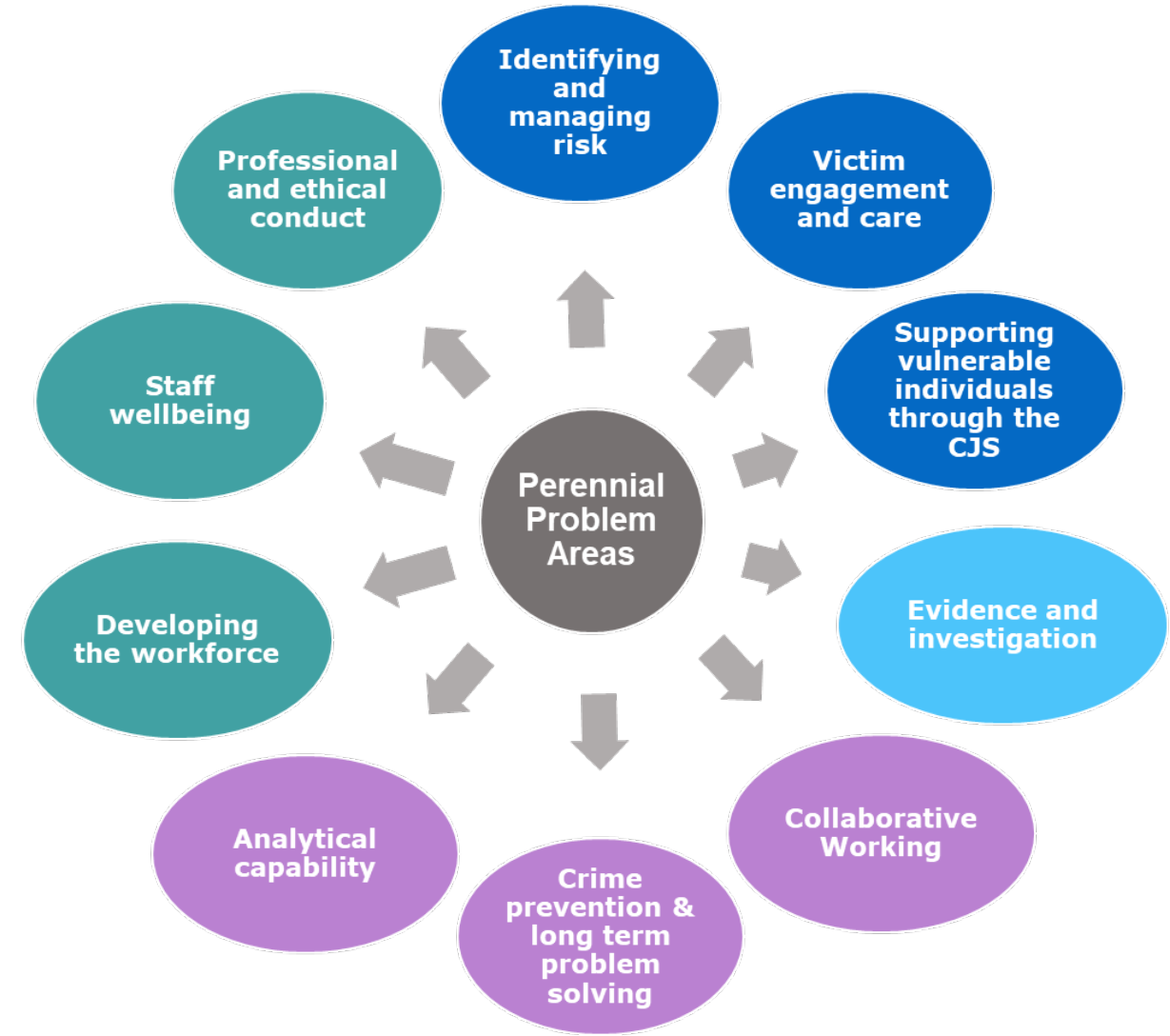
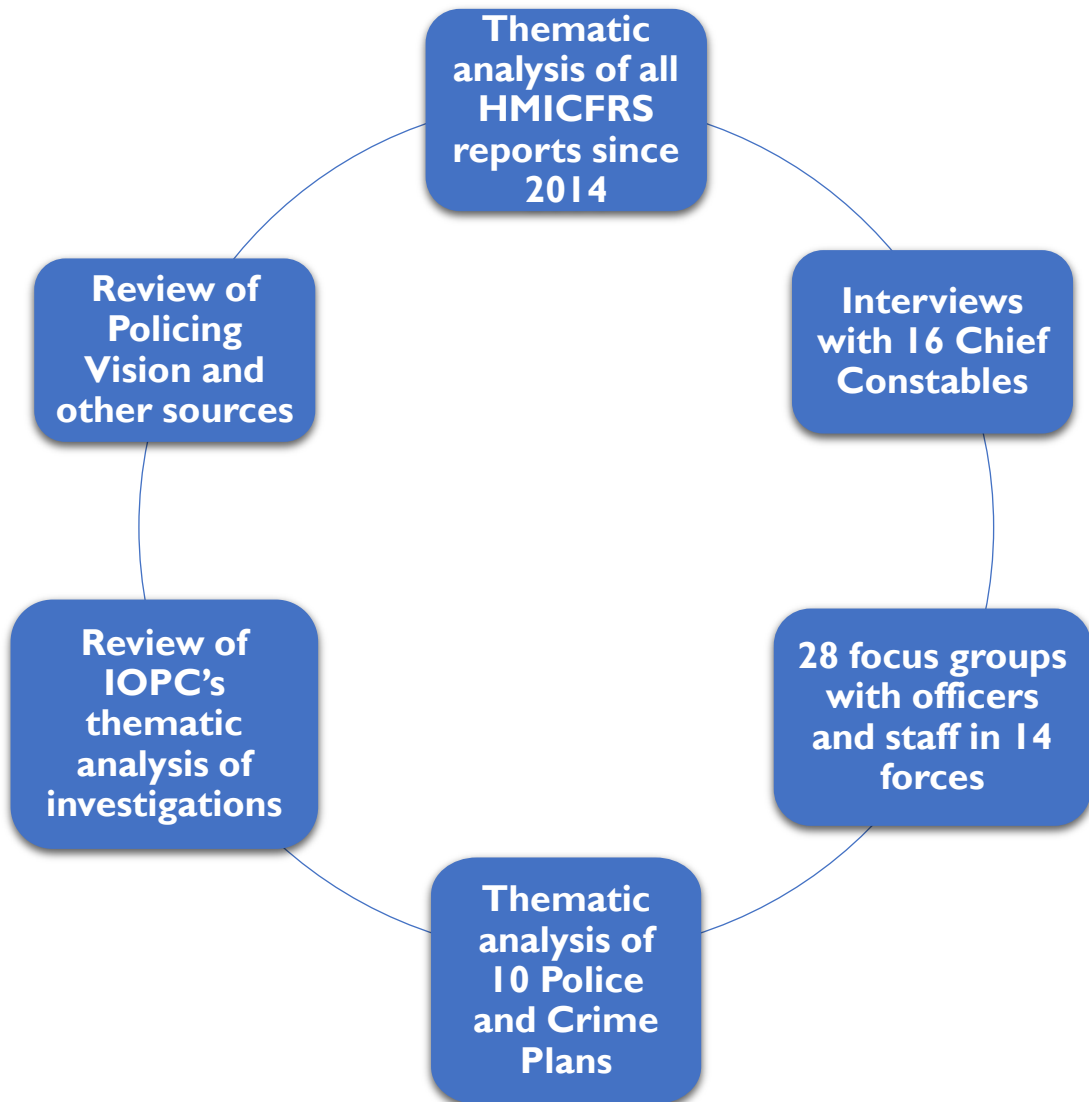
Ensuring a whole-systems approach.



## Target Outcomes



# Initial evidence base



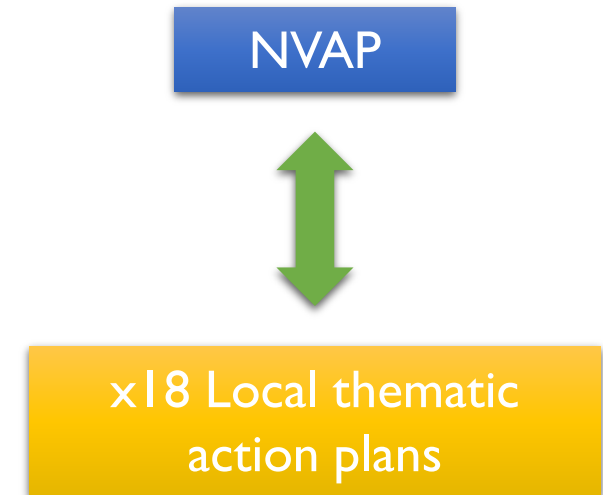
# Current National Practice

- Forces at varying stages of NVAP implementation - all are grappling with the themes / action areas
- Gaps and promising practice – Benchmarking
- Performance measures – quantitative / CJ focus / by individual themes.

Forces have approached local implementation in one of two ways:

1) Treating as another plan – benchmarking against others

2) As an overarching strategic plan - removing duplication / joining up ask





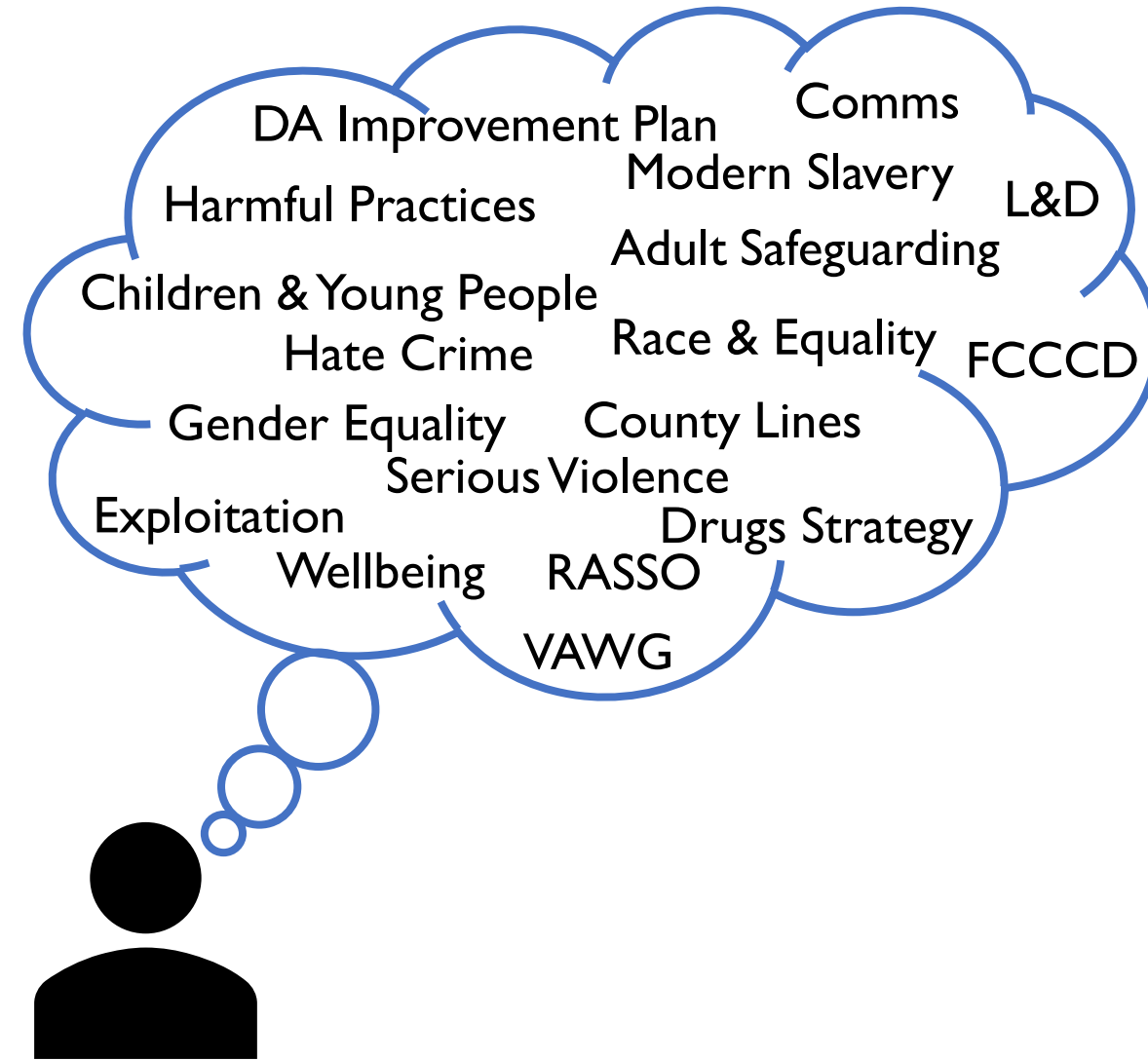
# Benchmarking



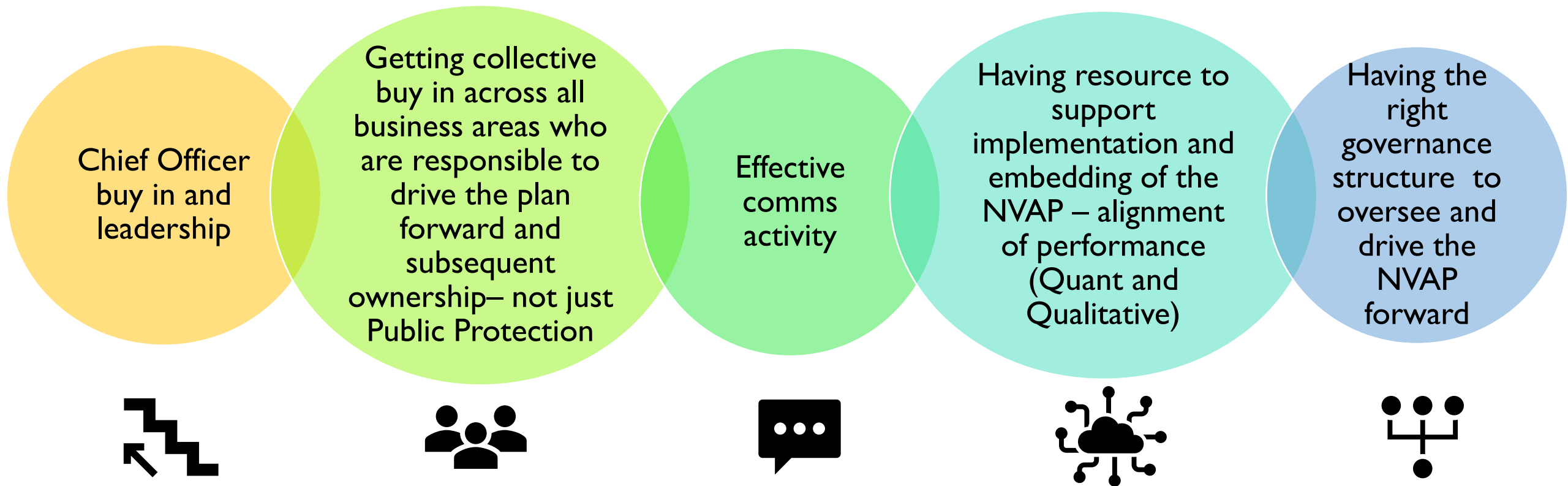
- First national benchmarking exercise was completed in 2019
- Responses received from 43 of 44 forces nationally
- Enabled a national baseline to be established with associated implementation and impact measurements
- Highlights promising practice and gaps to support local implementation

# Benefits of implementing NVAP in force:

- ✓ Reduces duplication that sits within force level plans
- ✓ Maximises learning/promising practice across thematic areas
- ✓ Enables focus on the specialised actions for leads to drive
- ✓ Can enable forces to move practice to 'good' and 'what works'
- ✓ HMICFRS see the benefits of forces embedding NVAP



# What is needed to enable forces to implement the NVAP:





# Governance



# Barriers to implementation

NVAP is not user-friendly

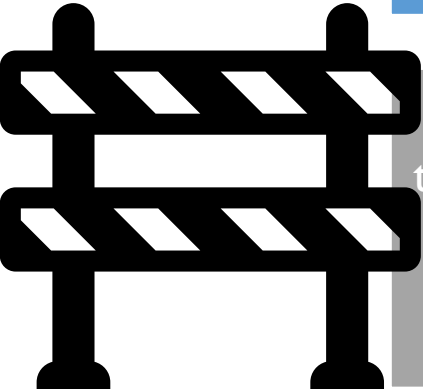
NVAP is not self-explanatory and doesn't include practical guidance on how to go about implementing it

Forces work with multiple frameworks in addition to NVAP where the same information might be needed

Variation exists between reporting inputs from different vulnerability leads

Silos exist between vulnerability areas which leads to different ways that leads report on their area

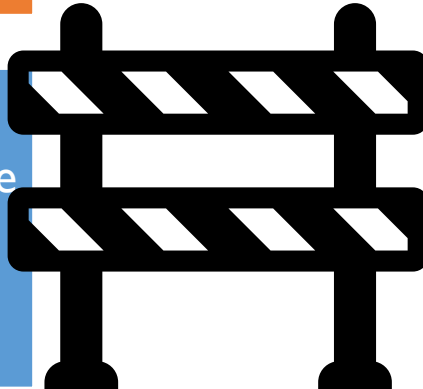
NVAP is seen as a one-off/self-assessment exercise (benchmarking)



Individual frameworks that forces work with do not use consistent terminology (e.g. pillars vs NVAP actions)

People see NVAP as additional work

No clear measures on how effective/efficient the steps undertaken to implement individual actions are





## The following priorities were established against each of the thematic groups:

### User-friendliness

- NVAP to become the primary source of information through providing a sophisticated product that is user-friendly and enables easy data visibility and capture
- Visual appearance and understanding
- Easy way for capturing and reporting required information by forces

### Process variation

- Enforce accountability
- Focus on NVAP implementation and governance
- Consistency in terminology with other frameworks ( e.g. pillars vs themes/actions) and description of issues
- Understand how to use the impact work to drive performance

### Reporting requirements

- Establish clear communication and messaging in relation to NVAP and its strategic objectives, goals and unique purpose
- Identify areas that forces have to act against to enforce use of NVAP
- Establish cross-functional application of NVAP (e.g. used for HMIC audits and tracking progress against highlighted gaps) to increase its uptake

### Strategic alignment / governance

- Real-time & Benchmarking
- Ownership & Accountability
- Cross functional tool within forces



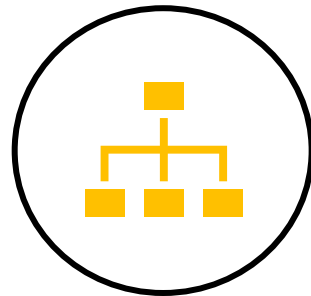
# Questions?



# Interim Measures



What do we mean?



What are forces doing?  
(promising practice)



What do we know?  
(suggested measures)

## Action 2.1.1 Recognition & Response

[Return to Action Plan](#)

Ensure that recognising and responding to vulnerability is everyone's business, especially at first point of contact

### ORGANISATIONAL IMPACT

A force that is confident in its ability to recognise and assess vulnerability at the earliest opportunity and responds appropriately reducing the risk to the individual, community and public.

### EXTERNAL IMPACT:

Victims and their families are confident that vulnerability is recognised at first point of contact and responded to empathetically using a trauma informed approach.

Objective 1: To identify vulnerable people, communities (including victims and perpetrators) and related threat, risk and harm at an early stage	Objective 2: To ensure officers/staff are equipped to manage risk and assess needs, as well as support and safeguard those requiring it	Objective 3: To embed and employ a trauma informed approach
<p><b>What do we mean?</b> At an operational level, officers/staff are able to identify vulnerable individuals at an early stage, thereby reducing the risk of harm.</p> <p><b>What are forces doing?</b> Many forces use tools to identify and respond to vulnerability and are developing apps to analyse and visualise the data in order to identify 'warm spots' and vulnerable people.</p> <p>A number of forces have created specific roles to assist in identifying and responding to vulnerability, for example Problem Solving Co-ordinators.</p> <p>Some forces hold multi-agency meetings to review incidents/identify people at risk of vulnerability and assess what further action may be needed.</p>	<p><b>What do we mean?</b> Officers/staff are able to identify, assess and manage risk, supporting and safeguarding individuals where needed.</p> <p><b>What are forces doing?</b> Many forces use apps, data analytics and assessment tools to identify and manage risk. An example is Call Assist, an automated system which identifies the previous history of callers and uses a vulnerability assessment framework.</p> <p>Forces have a variety of training packages from a 6 week intensification program, to officers cascading expertise to other officers. Some forces have evaluations of their practices e.g. mystery shopper deployments and force control room call reviews. Several forces have implemented additional measures e.g. a separate booking in desk for people experiencing vulnerability, the Safe Space Scheme and the vulnerable suspect pilot.</p>	<p><b>What do we mean?</b> The force has a well-defined trauma informed approach which is embedded within their response to vulnerability.</p> <p><b>What are forces doing?</b> Forces have started rolling out multi-agency Trauma Informed training to staff and officers. This develops knowledge of Adverse Childhood Experiences and how to recognise trauma.</p>
<p><b>How do we know? Related PEEL Measures</b></p> <p>1.1 The force manages incoming calls, assesses risk and prioritises its response well. 1.2 The force deploys its resources to respond to victims and incidents in an appropriate manner. 2.1 The workforce interacts with the public fairly and respectfully. 4.1 The force has effective oversight of its response to public contact and understands risk effectively at first point of contact. 4.2 The force provides an appropriate response to incidents, including those involving vulnerable people.</p>		

Evidence



Impact Toolkit



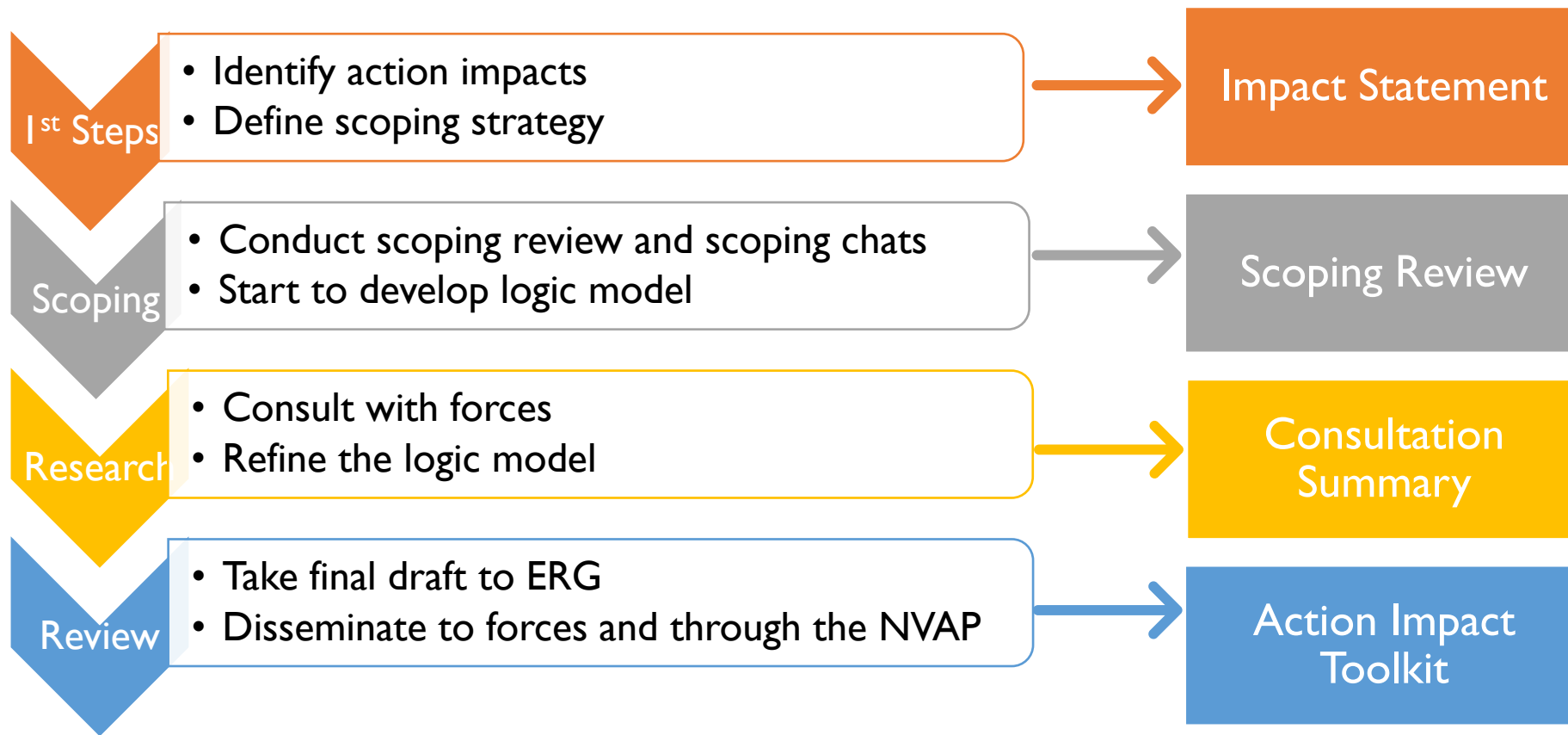
### Useful Links

- [Vulnerability-related Risks](#)
- [Making Safeguarding Personal: What might 'good' look like for the police?](#)
- [Working Definition of Trauma Informed Practice](#)
- [Policing and health collaboration: Landscape review 2021](#)

# NVAP Impact

The NVAP Impact work has been designed to use evidence to understand:

- What 'good looks like' for each NVAP action
- The internal and external impact of fully embedding 'good'
- The journey to good – what steps are needed
- Suggested ways to measure impact





# NVAP Action 2.1.1 Recognition & Response

Ensure that recognising and responding to vulnerability is everyone's business, especially at first point of contact.

01

To identify vulnerable people, communities (including victims and perpetrators) and related threat, risk and harm at an early stage

02

To ensure officers/staff are equipped to manage risk and assess needs, as well as support and safeguard those requiring it

03

To embed and employ a trauma informed approach



# Benchmarking

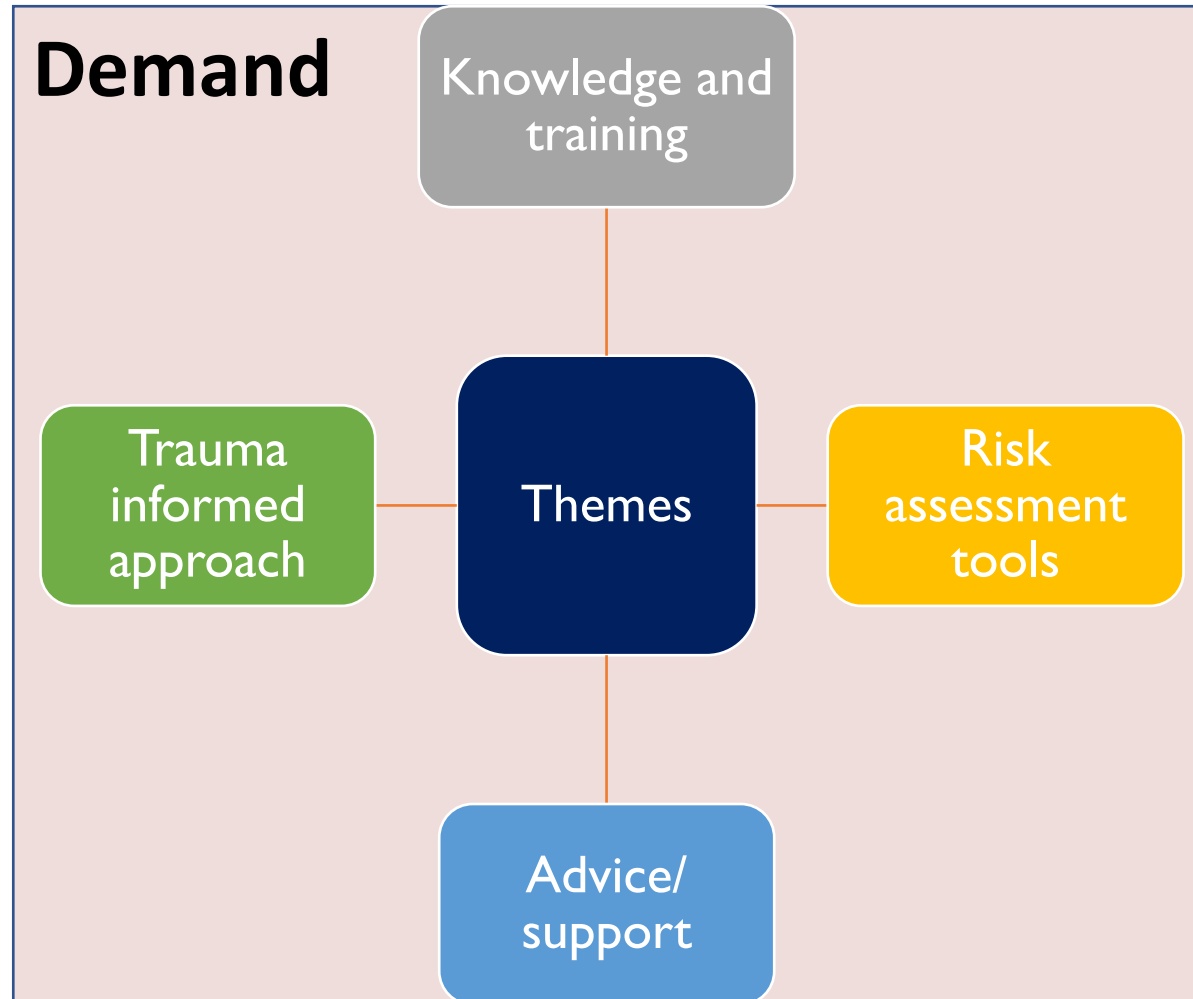


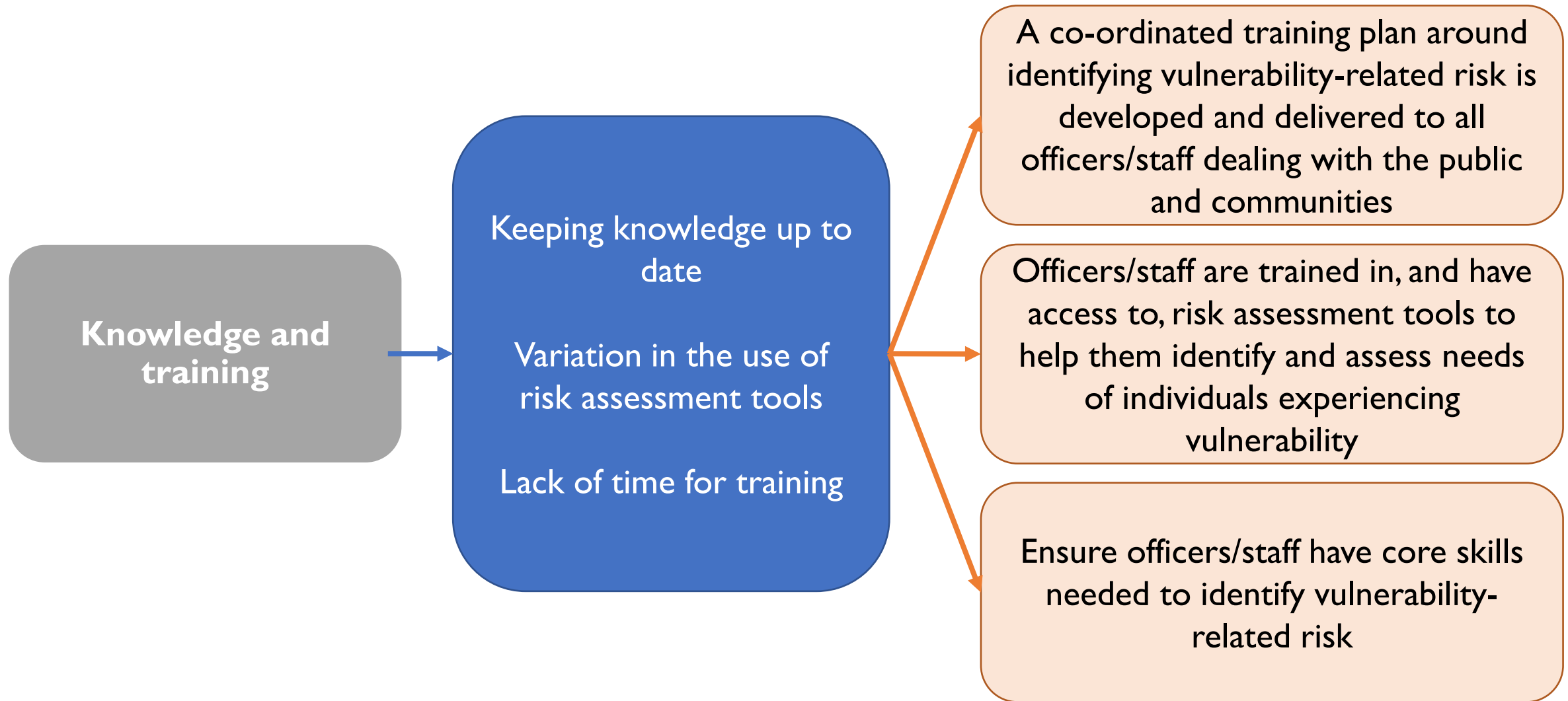
- 24 forces showed **promising practice**
  - Raising awareness through apps and briefing videos
  - Work to raise awareness of less highly publicised issues
  - Significant investment in staff/officer training
- 13 forces either self-identified or were identified as having a **gap**
  - Trauma informed practice
  - Awareness of regional and national threats

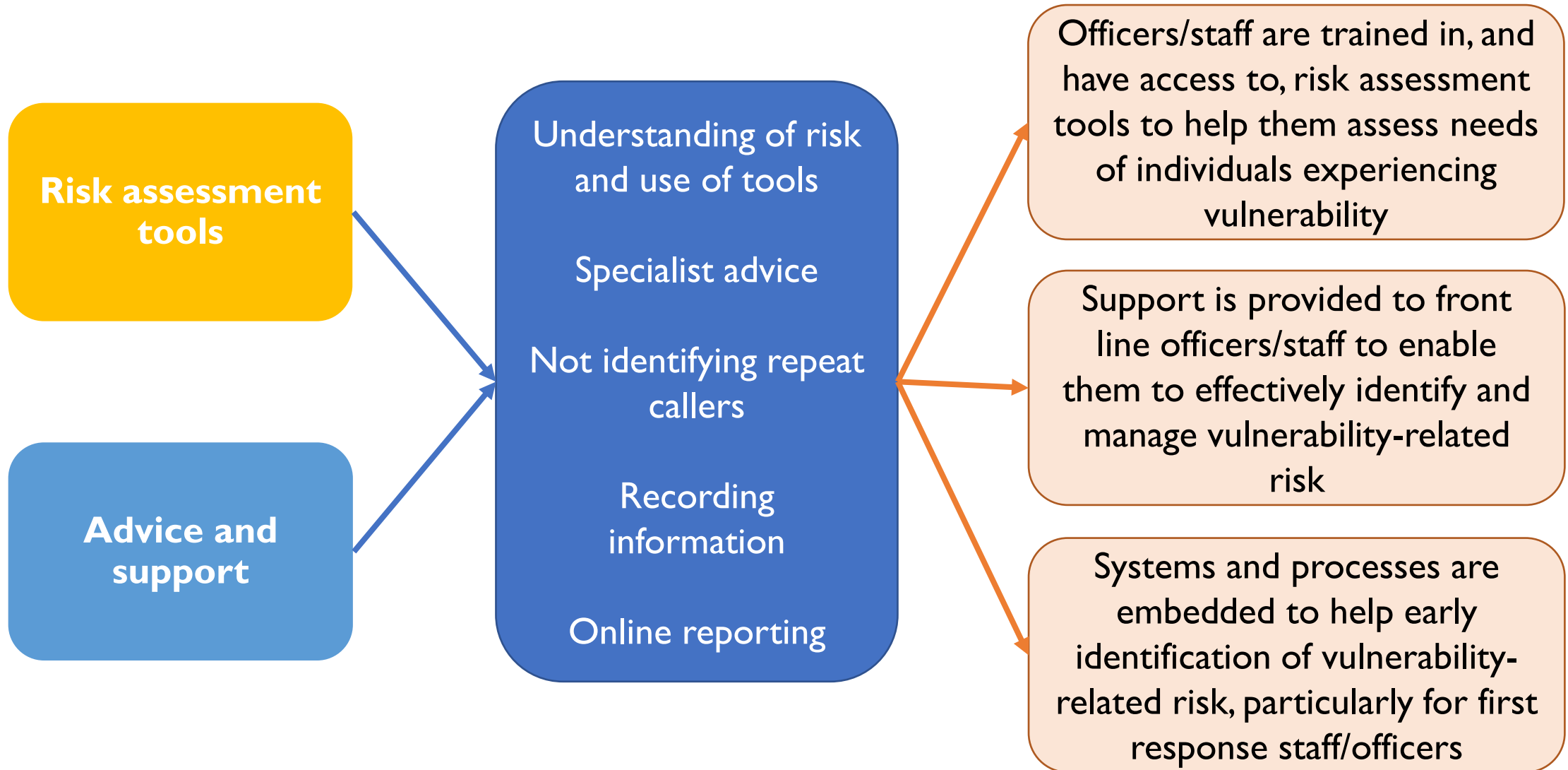


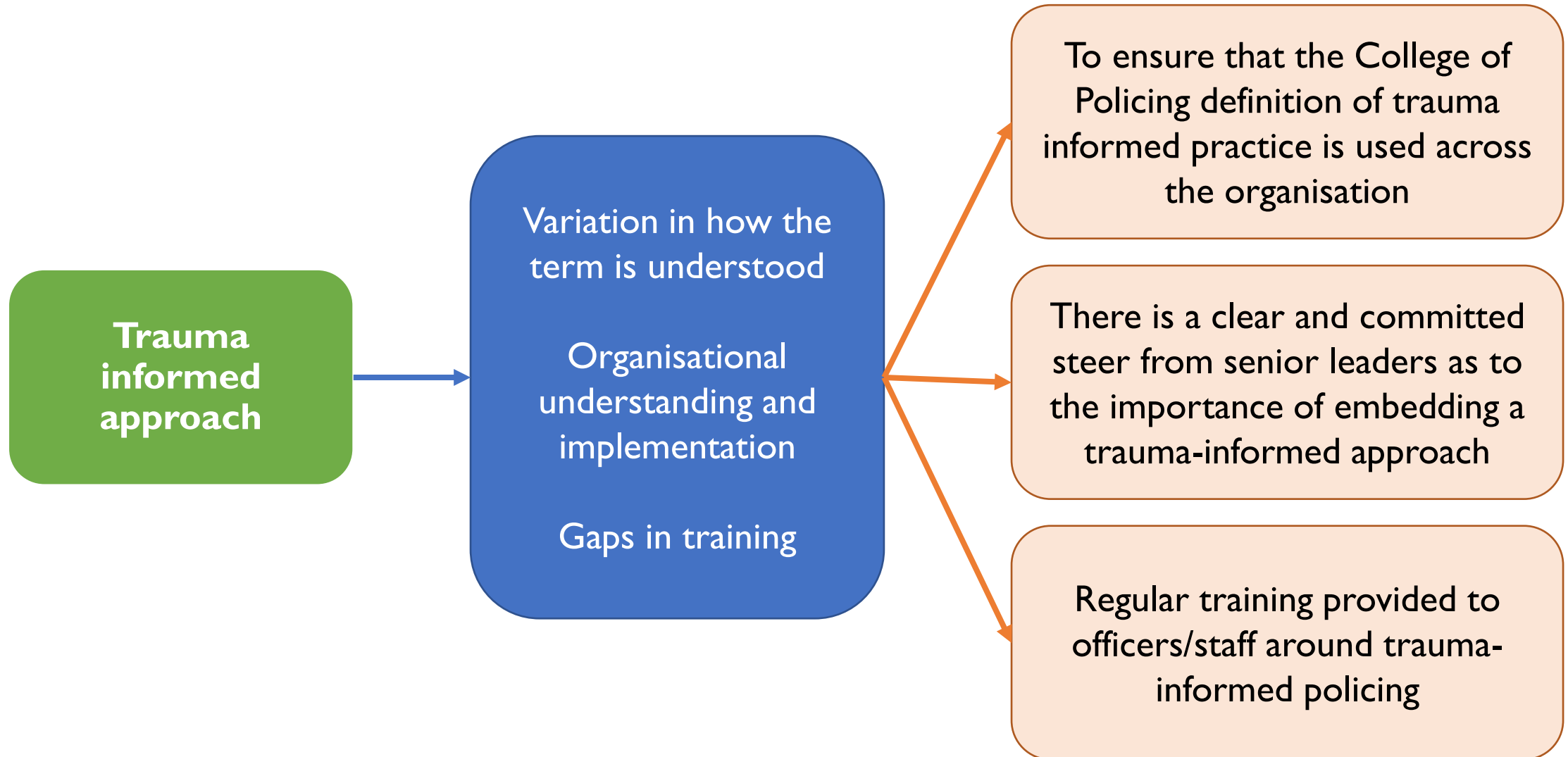


# Key Findings











# What is the expected long term impact?

## Organisational impact

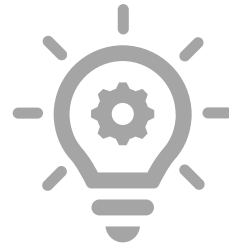
A force that is confident in its ability to recognise and assess vulnerability at the earliest opportunity and responds appropriately reducing the risk to the individual, community and public.

## External impact

Individuals experiencing vulnerability are confident that any related risk of harm is recognised at first point of contact and responded to empathetically using a trauma informed approach.



**Questions**



**Thoughts**



**Feedback**