

POLICE HANDLING OF ABUSE CASES IN DEVON AND CORNWALL



CONTENTS

EXECUTIVE SUMMARY – Page 3

BACKGROUND - Page 4

STATISTICS – Page 5

VICTIMS' EXPERIENCES – Page 6

CONCLUSIONS – Page 13

RECOMMENDATIONS – Page 14

NEXT STEPS – Page 17

GLOSSARY – Page 18

DOCUMENTS – Page 21

THANKS – Page 22

THE VOICE OF OUR DOMESTIC ABUSE CLIENTS:



“The police need to understand victims better and they need to understand domestic violence better.”

EXECUTIVE SUMMARY

Citizens Advice exists to help people with the problems they face. Many of those who come to the organisation are female victims of abuse and stalking crimes. When they have sought help from Devon and Cornwall Police, they often report feeling distressed and traumatised, with little faith that perpetrators will be brought to justice.

Victims who have come to us have told us either they will end up dead or seriously injured or their perpetrators will move on to other relationships and will hopefully leave them alone. (However, this also causes huge anguish about what the next woman will go through and a misplaced feeling of responsibility to try and prevent this.)

What they don't tell us - what none of our clients has ever said - is they believe justice will be done and those accused will be charged, tried, and punished for these crimes and the unrelenting fear and distress that has been caused.

This report is a reflection of our clients' concerns, how they feel their cases have been treated and their perceptions of how police have handled their complaints and is based on 36 victims we have worked since February 2022.

Our key concerns relate to:

- The training of officers, including their initial and on-going vetting, the mentoring and support available and the availability of psychological and welfare support available to officers to prevent desensitisation and victim fatigue.
- The recording of crimes and use of new software for Devon and Cornwall Police which has led to a failure to record data. We are also concerned data is not used effectively to help identify and disrupt repeat offenders and aid safeguarding when dealing with victims for the first time.

This report looks particularly at stalking and domestic violence - and recommends that urgent action is taken to:

- **Review and strengthen the training and awareness of all police officers into the handling of cases involving domestic abuse**
 - **Improve analysis and utilisation of data**
 - **Improve victims' experience.**
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BACKGROUND

Most crime victims coming to Citizens Advice Cornwall are victims of gender-based violence, especially stalking and domestic violence.

We began to see the same recurring issues from these people:

- Poor communication by the police
- Slow moving investigations that victims perceive as chaotic and badly managed, often leading to no further action or charges being dropped
- Too few officers
- Perceived unhelpful and dismissive attitudes
- Victims feeling they were being blamed for their situations.

Our client stories are reflected across the national media, with repeated cases of women being failed and police perpetrated crimes being uncovered and investigated at an unprecedented rate.

The government and police forces across the country have repeatedly said Violence Against Women and Girls (VAWG) is a priority. Our clients' lived experience of dealing with Devon and Cornwall Police right now says differently.

Our report is compiled from client testimonies, data from police inspectorate reports, other reports and investigations and media coverage. Other organisations working with people affected by crime in Devon and Cornwall have also contributed to our findings.

SOME STATISTICS

- The majority of the victims of domestic abuse are women and girls - **82% female / 18% male** (ONS).
- The Crime Survey of England and Wales (CSEW) shows for the year ending March 2020, around 1.6 million women aged 16 to 74 experienced domestic abuse. (ONS, 2020)
- On average, police in England and Wales receive over 100 calls about domestic abuse every hour. (His Majesty's Inspectorate of Constabulary (HMIC), 2015)
- According to CSEW data for the year ending March 2018, only 18% of women who experienced partner abuse in the last 12 months reported it to the police.
- Stalking is a widespread crime, impacting around 1.8 million people between April 2021 - March 2022 in England and Wales. (Suzy Lamplugh Trust).
- According to the ONS, **Devon and Cornwall Police recorded 29,742 sexual offences in Cornwall in the 12 months to June 2022 - a 9.3% increase from 27,049 recorded crimes for the same period in the previous year.** (Cornwall Live, November 2022)
- **On average two women die each week from domestic violence.** (Refuge)
- A 2017 study of 358 femicides from the University of Gloucestershire found that stalking took place in nine out of 10 murders surveyed.

VICTIMS' EXPERIENCES

Poor communication

All the people supported by the Citizens Advice Cornwall's Victims of Crime Coordinator for abuse and stalking reported poor or no communication with Devon and Cornwall Police:

- Hours long waits on 101 or calling 999 and being told to hang up and call 101 (for victims of assault and where the perpetrator was still in the area).
- Not being called back and/or no officer(s) attending.
- Victims not knowing who was leading on their case or what was happening next.
- Repeatedly coming up against prejudicial attitudes ("you go from bad relationship to bad relationship"¹) and dismissing what victims were telling them ("you're just hysterical"²).
- Officers who lacked empathy and were inattentive. (Despite the victim telling police the perpetrator had said he would share intimate photos and wouldn't leave until they had sex, the victim felt the officer implied this might be seen that they were in a relationship and the perpetrator could still believe they were together. At no time was this treated as, or investigated as a sexual offence.)
- Handling of complaints and reviews. We appealed one answer to a complaint as it was answered poorly. Our complaint was upheld but the client felt the second response wasn't any better and continued to feel that it was a pointless exercise which showed how little the police cared.
- Citizens Advice Cornwall were informed that two of our clients' cases were reviewed at command level. However, these clients say they haven't been contacted about the outcome of that review or what might happen next.

¹ Client N

² Client N

Poor standards of evidence retrieval

Our clients tell us they believe there is poor or no evidence retrieval, including:

- A client reminding a police officer picking up evidence that he should probably wear gloves .
- Refusing to investigate anonymous online accounts that victims brought to the police's attention because it was "complicated".
- Telling a victim a full financial investigation had been done after she accused her ex-husband of domestic and economic abuse. Subsequent client-initiated subject access requests to those same financial institutions show that the police never contacted them, and no investigation seems to have taken place.
- Another client was outside a bank on a high street when her stalker jumped out on her and spat at her through her car window. She told officers the bank had CCTV and would have captured the incident but she believes they hadn't approached the bank for the footage.
- One victim told police she believed there was evidence in her stalker's workshop of the things he damaged her car with and threw at her house, information which, initially, she believed the police ignored. The perpetrator also had cameras pointed at her home which also enabled him to see when police arrived at his property so he could just refuse to answer the door. We believe these cameras, and any equipment associated with them, could have been seized sooner, and his workshop searched, under stalking specific powers.

Inadequate or inappropriate charging

Clients believe perpetrators are being charged with lesser offences:

- “It’s better than nothing” (relayed directly to our VCC advisor).
- Police officers telling victims gender-based violence crimes were “complicated”, which may lead victims to believe their cases won’t be investigated or solved.
- In one case, a client says police officers persuaded her to drop the allegations and go for a non-molestation order instead. This happened despite the perpetrator’s ex-wife having a lifetime Stalking Protection Order against him, that he had breached this and a non-molestation order, and had a conviction for assault against his ex-wife. No link seems to have been made between this behaviour and his stalking of our client. Subsequently our client, and our VCC, were told, on several occasions, that part of the problem with this client’s case was that she had dropped the charges.

Inadequate safeguarding

- Despite the VCC advisor specifically and repeatedly requesting a DASH (Domestic Abuse, Stalking and Harassment and Honour Based Violence) assessment), it took from April 2022 until January 2023 for this to be done. The advisor was told risk assessments had been done but police refused to say when or whether it had been a DASH. The advisor was told the risk to the client was low. The DASH, completed in January 2023, showed the risk to be high. We have subsequently found out and are assisting another woman being stalked by this perpetrator, and his behaviour has escalated to breaking and entering her home. So far, the police have not responded.
- No safeguarding management plan has been implemented for our clients and no safety planning has been discussed (although our VCC managed to get the police to put a ‘flag’ on at least one client’s home number to prioritise emergency calls, and another client was directed to First Light). We have been told by a senior officer, some officers “just don’t do” DASH assessments. Whether because they don’t have the training or because they don’t feel it’s necessary was not clear.

No equipment for victims

- Because of inappropriate risk assessments, one client could not get a panic alarm fitted despite her stalker having made threats to life and threats of rape. She also had to buy her own camera after being told: “We rely on CCTV footage”³ - a statement repeatedly used and said directly to the VCC advisor as well.
- In cases we have worked with, none of our clients were offered CCTV installation. We understand dummy CCTV boxes are sometimes provided by the police. Although these may deter low level harassment, they may not in the case of threats to life and stalking. If the police and courts rely on good quality footage and correctly positioned cameras, we feel very strongly it should be provided by the police or Community Safety Partnership.

Frequent breaches of bail

- We have been advised by clients they feel perpetrators have openly and frequently breached bail conditions, some of which has been captured on camera, or where there were other witnesses present. Despite the police being told, the perpetrators have not been recalled. A client told us, “Bail conditions mean nothing, they’re a joke.”⁴

Witness Statements

- After a vicious domestic violence attack, one witness waited over two months for her initial witness statement to be taken.
- All clients report delays in taking statements from them and other witnesses, giving statements and then “hearing nothing back”⁵.

³ Clients A and J

⁴ Client A

⁵ Client T

The rights of victims

- No victim we have spoken to has said they were shown the Victims' Code, nor was this ever discussed. The Ministry of Justice's Victims' Code focuses on victims' rights and sets out the minimum standard that organisations must provide to victims of crime.

Stalking Protection Order (SPO)

- No victim we have spoken to has been offered a SPO.
- One client, and her partner, specifically requested that this was considered on multiple occasions but the request was ignored.

Victim Impact Statements

Interviewees told us that the process for making a personal statement with Devon and Cornwall Police is unclear:

- They either hadn't done one
- They weren't sure if they had done one but would have wanted to if they'd known
- They didn't know at the time what they were writing it for because it was never explained
- They "had done loads but I don't know if it's ever been used or made a difference".

Inadequate intelligence analysis

- In the case of all our clients, their perpetrators had previous convictions for violent behaviour, some including assault, aggravated burglary and stalking. However, the victims felt information did not seem to be considered when they came forward to report violent and/or stalking behaviour by these men demonstrating a lack of intelligence co-ordination, understanding and prevention of repeat offenders.

- In one case, where a perpetrator accused the victim of assault, police and the Crown Prosecution Service (CPS) seemed to put more time and effort into investigating the perpetrator's claim, than the victims. This was highlighted at the subsequent trial by the Crown Court judge when he asked why this case had even been brought before him when the accuser was clearly "a liar" and "a danger to women". The judge directed the jury to find our client not guilty.
- In another case we were told: "I had to justify my actions more than he ever had to justify his."⁶ She applied for Clare's Law (see Glossary below) and was told she couldn't have that information. On the second time of trying, she says she was given incomplete information.

Investigating the victim not the perpetrator

As evidenced in Operation Soteria's first year findings (which Devon and Cornwall Police is part of), specifically around Rape and Serious Sexual Offences (RASSO), it is the victim that is most often investigated, about their credibility, not the perpetrator. We also found this to be the case for our clients of domestic violence and stalking:

- Clients' report to us they are convinced their social media has been looked at from things police officers have said to them.
- That they have been repeatedly questioned about their version of events, their behaviour and their past, seemingly to test their credibility long before the perpetrator is ever spoken to.
- One officer emailed a client's doctor to suggest increasing her anti-depressant medication because she was "hysterical".
- Some clients report feeling police officers have judged them as "not-quite-good-enough" victims and used dismissive and demeaning language.

⁶ Client S

- A client who reported her stalker had climbed the side of the building was told no-one could climb up the side of the building. It was later conceded, someone could climb up the side of the building.
- Clients believe some officers are desensitised to all but the most extreme examples of harm and violence and do not take a trauma informed approach.
- Single mothers who feel they must stay strong for everyone else, told us they often “put on a front” simply so they didn’t break down in front of their already traumatised children. They feel, possibly because they haven’t been “crying hysterically”⁷ when talking to officers, that somehow those officers felt things weren’t that bad.
- They were somehow ‘as bad as’ the perpetrator and the perpetrator and victim were just ‘winding each other up’.

Insufficient numbers of officers

- All our or the clients believe there are too few officers - despite the 313 new officers for Devon and Cornwall.
- Officers frequently lack confidence, are overworked and inexperienced with a lack of understanding of complex gender-violence cases and an unwillingness to get too involved because even when they do want to help, they simply don’t have the time or are shortly moving on.
- There are indications that that some officers still think that unless the victims ‘help themselves’, there is little they (the police) can do, and that officers don’t have enough training around trauma response, rape myths, victim blaming, unconscious bias, stereotypes, and the reality of sexual offences, stalking and domestic violence crimes. A particularly chilling example is the recording of a Devon and Cornwall Police officer saying,

⁷ Client A

“what can we do if she don’t [sic] help herself?” outside the house of Michaela Hall who was dying at the hands of her partner, Lee Kendal in 2021.

- One client reported how she felt the perpetrator “groomed” the police officers, something also identified by Operation Soteria Bluestone, telling them what they wanted to hear, which then wasn’t challenged, and learning from what they were saying to him, to know what to avoid doing in the future.

CONCLUSIONS

Our report demonstrates victims’ perceptions of serious failings in support available from Devon and Cornwall Police towards victims and suspected victims of domestic abuse or stalking. Many of our clients have no confidence that they will get justice and those accused will be appropriately investigated, tried and punished.

Many CA clients talk about a process that is ‘de-humanising’ and ‘traumatising’ and that Devon and Cornwall Police don’t seem to be listening to them. Victims have told us that either they will end up dead or seriously injured or their perpetrators will move on to other relationships and will hopefully leave them alone.

His Majesty’s Inspectorate for Constabulary and Fire and Rescue Services (HMICFRS) said in their recent report on Devon and Cornwall Police **“I have concerns about the performance of Devon and Cornwall Police in keeping people safe and reducing crime.”**

We understand the considerable pressures police are under. Even with the new uplift of officers (20,000 across England and Wales and 313 in Devon and Cornwall) there are still fewer officers, and considerably fewer civilian staff, than there were before austerity measures were introduced. However, the number of crimes has not reduced. For rape and sexual offences alone there has been a 19% increase reported to police across the peninsula in the year ended September 2022.⁸

We respect and understand that many good officers and staff are doing their very best in extremely difficult circumstances, we have heard firsthand the absolute determination and commitment to do better by victims, but the reality is our clients don't feel listened to, investigations are being poorly managed, and the justice they are surely entitled too is currently not even something they consider possible.

We offer some recommendations that we would like to see implemented by Devon and Cornwall Police that we believe will go a long way to improving the experiences for victims of gender-based crime and ensuring that perpetrators are appropriately punished.

RECOMMENDATIONS

Citizens Advice Cornwall recommendations following our research are:

1 Review and refresh all training:

- Refresh and strengthen training in recognising and managing trauma response in victims and witnesses.
- Provide appropriate support and training to recognise trauma and desensitisation within the police, raising awareness of compassion fatigue, and ensure officers are able access support quickly and sensitively.

⁸ The Women's Centre Cornwall

- Retraining and monitoring (through bodycam footage, case reviews, peer support and supervisory sessions) appropriate language and attitudinal responses to avoid misogyny, victim blaming, bigotry or prejudicial attitudes.
- Training for officers in the situational risk profile of stalking. By not linking incidents as part of obsessive, fixated and predatory behaviour, or not understanding the totality of the experience which seems so inescapable to victims, they are increasing the risk to the victim and missing opportunities to disrupt the offending.
- Training in rape myths and why domestic violence victims struggle to leave and why it is often dangerous to leave.
- Ensuring officers are aware of the power of entry and search specifically for stalking offences.
- Better charging decisions, such as section 4a of the Protection from Harassment Act 1997, with early support and review from the CPS.
- Better management of bail conditions, which VCC clients tell us perpetrators have breached, and in some cases, repeatedly breach because they feel untouchable.

2. Improve analysis and utilisation of data

- Ensuring data used is available and can be verified and published appropriately. The force doesn't always record crimes against vulnerable victims, particularly violent or behavioural crimes and anti-social behaviour. It also needs to record domestic abuse related crimes better. It should improve its auditing and oversight to help with this. Failure to record a crime often results in victims not being properly safeguarded and no investigation taking place.

3. Improve experience of victims

- All cases of stalking and harassment, rape or serious sexual assault or domestic abuse should be given to accredited investigative officers with the appropriate training in the appropriate specialist teams. A lead officer / officer in charge of an investigation (OIC) identified, and the information relayed to the victim. In the case of stalking, we would go further and suggest a multi-agency clinic approach as pioneered by Hampshire Police.⁹
- The creation of a dedicated women's protection unit which specifically deals with gender-based violence. The unit would share intelligence, upskill officers and staff, and work closely with other agencies and organisations. It would also work with victims and/or undertake research to ensure constant best practice, and shared learning within the unit.
- Create a single point of contact (SPOC) which victims, and those organisations supporting the victims, can access to report new information and to get updates. Our clients have reported they have struggled to find out who is leading on their investigation. They are often told to call 101 which can have wait times in excess of two hours and doesn't always result in a call back.
- Call victims regularly, at scheduled times, and, if possible, not from withheld numbers. The calls to be made even when there is little or no progress to report, but to reassure victims that they have not been forgotten.
- Show compassion through language use. For example, not telling victims that their stalker has "gone quiet" as our clients have told us that this causes distress. It leads victims to believe that officers fail to see how much their lives are disrupted and hidden to stay safe, but that by going quiet the police will be even less interested in supporting the victim. Stalkers can stop behaviour for a number of reasons including other criminal activities, illness, new relationships, imprisonment, moving away (but still prepared to travel back, stalk long-distance or begin fixating again in the future),

⁹ <https://www.southernhealth.nhs.uk/our-services/a-z-list-of-services/multi-agency-stalking-partnership>

family commitments or because the victim has significantly changed their life to hide from their stalker.

- Investigate the perpetrator not the victim. Our clients report that they feel under investigation and some report they felt the investigation to be hostile; profiling them, questioning their credibility, and undermining what they are telling officers.¹⁰
- Better use of orders such as stalking protection orders (SPOs).
- CCTV, not dummy boxes, and panic alarms available to all victims whose risk has been identified as high.
- DASH assessments as standard, followed by a risk management plan where risk has been identified. If the victim doesn't want to do one when first suggested, making an appointment to follow up, explaining why it is important and offering the chance to work with an advocate instead of a police officer.
- Early identification of when a victim might want to withdraw, if they have become more frightened, disheartened or disengaged. Working with advocates to see if the victims' experience can be improved and support strengthened to help them to continue to work with the police.

NEXT STEPS

Our research will continue with the launching of an anonymous survey encouraging people to share their experiences. We hope that this will also include a response from Devon and Cornwall Police about our findings in this report and their intended course of action.

¹⁰ "For example, the amount of empathy that victims perceive in their investigating police officer has been associated with the likelihood of them deciding to continue with the prosecution process and go to court. Victims who feel comfortable with their interviewing officer are also more likely to disclose more information." Empathy, compassion fatigue and burnout in police officers working with rape victims. February 2012 Turgoose et al.

We will also be running a public campaign to raise awareness of domestic violence and help available from Citizens Advice Cornwall and other agencies.

GLOSSARY

Clare's Law - Clare's Law, also known as the Domestic Violence Disclosure Scheme, is named after Clare Wood who was murdered by her abusive ex-partner in 2009. It gives people aged 16 and over the right to request information about a current or ex-partner if they are worried that their partner/ex-partner may have been abusive in the past and may pose a risk in the future. The police may decide to share information, without being asked, if checks show that a current or ex-partner has a risk of violent and abusive behaviour and they believe the current or ex-partner is at risk.

DASH Assessment - DASH was set up in 2009 to support and improve the police response to cases of Domestic Abuse, Stalking and Harassment and Honour Based Violence. The checklist should be completed by the police at every domestic abuse call. In November 2022, the College of Policing recommended replacing DASH with the DARA assessment which has increased focus on coercive and controlling behaviour.

DRIVE Project- The Drive Pilot model launched in 2016 across three areas in England and Wales with the aim of reducing the number of child and adult victims of domestic abuse by reducing the number of serial perpetrators, particularly high risk and high harm perpetrators of domestic abuse. The pilot was evaluated in 2019 by a team at the University of Bristol which found it significantly reduced abuse and the risk posed by perpetrators. The project being delivered by seven forces. The most recent evaluation has shown an 82% reduction in physical abuse and a 75% reduction in harassment and stalking.

First Light - First Light is a charity operating across Devon, Cornwall and the Isles of Scilly providing support and services for anyone who has experienced domestic abuse or sexual violence. This includes the provision of Independent Sexual

Violence Advisors who support survivors throughout the process of pursuing justice and can advocate for survivors at interviews and court appearances.

Inspectorate Report- His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) assess the effectiveness and efficiency of police forces. HMICFRS undertook an assessment of Devon and Cornwall Police in 2021/ 2022. In October 2022, HMICFRS placed Devon and Cornwall police into its enhanced monitoring stage, "Engage". The Engage process provides additional support and scrutiny. The full report was published in February 2023.

Non-Molestation Order - An injunction which can be made on the application of someone who is a victim of domestic abuse when the respondent is someone with whom the applicant has been or is in a relationship with, or is a close family member or someone the applicant has lived with.

Operation Soteria Bluestone - Launched by the Home Office in June 2021 to develop a new national operating model for the investigation of rape and other sexual offences. It is a government funded research and change programme bringing together police, academics and policy leads to use evidence and new insight to enable forces to transform their responses to rape and sexual offences.

The Year 1 programme consisted of "deep dive" researches by academics into the records and data held by five forces. This was extended to a further 14 police forces (including Devon and Cornwall) in December 2022. Following a report in April 2023, the National Operating Models for the investigation of rape, focussing on the suspect's behaviour, rather than the victim's "credibility" was rolled out across the 43 forces and 14 Crown Prosecution Services in July 2023.

PCC of Devon and Cornwall - The Police and Crime Commissioner is elected every four years. The main function of the PCC is to ensure the delivery of an effective and efficient police force within their force area.

Protection from Harassment Act 1997 Sections 2A and 4A - Two new offences of stalking were inserted into the Protection of Harassment Act and came into

force in 2012. Section 2A is the offence of stalking and section 4A is the offence of stalking involving fear of violence or serious alarm or distress.

Stalking Protection Order— A civil order which can be made on application by the police to the magistrates' court. Applications can be made when the threshold for criminal proceedings for has not yet been met or will not be met and an SPO can be used, therefore, as a complement but not a substitute for the prosecution of a stalking offence under the Protection from Harassment Act.

Subject Access Request - An individual's right to request access to and receive a copy of their personal information held by an organisation.

Suzy Lamplugh Trust - Set-up in 1986, following the disappearance of Suzy Lamplugh, an estate agent and lone worker who went to meet a client and never returned. The Trust is focussed on personal safety and on reducing the risk of harassment, stalking, aggression and violence, thereby creating a society in which people are and feel safer. The Trust set up the National Stalking Helpline in 2010. In November 2022, the Trust made a super-complaint to the police on behalf of the National Stalking Consortium setting about the police response to stalking

VAWG - Violence Against Women and Girls covers a range of unacceptable and deeply distressing crimes, including rape and other sexual offences, stalking, domestic abuse, "honour" based abuse (including female genital mutilation, forced marriage and "honour " killings, "revenge porn" and "upskirting" as well as many others. These crimes disproportionately affect women and girls" (Home Office Guidance March 2022).

Victims Code - The Code of Practice for Victims of Crime in England and Wales was first published in 2005 and sets out the services and the minimum standard for those services that must be provided to victims of crime by the relevant service providers.

The Code includes 12 Rights, the most relevant for this report being:

Right 1- To be able to understand and be understood

Right 2- To have details of the crime recorded without unjustifiable delay

Right 3- To be provided with information when reporting a crime

Right 4- To be referred to services that support victims and have services and support tailored to you needs

Right 6- To be provided with information about the investigation and prosecution

Right 7- To make a Victim Personal Statement

Right 12- To make a complaint about your Rights not being met

DOCUMENTS REFERRED TO

-Baroness Casey Review, Final Report // Baroness Casey of Blackstock DBE CB

· Devon RCSAS & The Women's Centre Cornwall write to PCC Alison Hernandez November 2022 // Devon RCSAS & TWCC

· Empathy, compassion fatigue and burnout in police officers working with rape victims February 2017 // David Turgoose, Naomi Glover, Chris Barker, and Lucy Maddox

· Evaluation of the Drive Project – A Three-year Pilot to Address High-risk, High-harm Perpetrators of Domestic Abuse, Executive Summary // University of Bristol

· Living in fear – the police and CPS response to harassment and stalking // HM Crown Prosecution Service Inspectorate and HMIC

· NPCC (National Police Chiefs Council) second response to Super Complaint // NPCC

· Operation Soteria Bluestone, Findings Year 1 // Home Office

· Peel 2021/22 Police effectiveness, efficiency and legitimacy (Devon and Cornwall Police) // HMICFRS

- Stalking or harassment November 2020 // College of Policing
- Super Complaint: How the police will improve their response to PPDA (Police Perpetrated Domestic Abuse) allegations // Centre for Women's Justice
- Tackling Violence Against Women and Girls – Policing Performance and Insights publication March 2023 // College of Policing & NPCC
- Violence against Women and Girls: Plymouth, Volume 726, debated on 25 January 2023 // UK Parliament Hansard
- Violence against women and girls, outcomes and performance framework April 2022 // College of Policing and NPCC

THANKS

All case studies have been checked and approved for use by the person concerned. Client quotes have also been checked and approved.

We wish to thank all our clients for their enormous resilience and courage. Their trust in us to walk alongside them and to use their stories has been hugely inspiring and powerful.

Our thanks also to the Right Hon. Jess Phillips MP, Shadow Minister for Domestic Violence, who is helping one of the client's involved in this campaign.

We'd like to extend our gratitude to the organisations that took the time to speak to us and offer help, especially North Devon Against Domestic Abuse.

This report was compiled by Citizens Advice Cornwall Victims of Crime Co-ordinator, Allison Livingstone, with help from Research and Campaigns Officer, Wailim Wong and researchers from the Research and Campaigns Team



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