



Repeat Victim Policy

Policy

1. Introduction

This document outlines Surrey Police's commitment to repeat victims.

2. Scope

It details the definition of a repeat victim, how repeat victims are to be identified and factors to consider when investigating a crime reported by a repeat victim.

3. Policy Statement

Surrey Police is committed to ensuring that all repeat victims are identified as early as possible and are provided with an enhanced level of service and support which meets their individual needs. The definition of a repeat victim, the process for identification and the support they will be offered is outlined in the Repeat Victim Procedure.

Procedure

1. Definitions:

1.1 A 'repeat victim' is a victim who has been subjected to the same or similar offence two or more times within a 12-month period (the offences are either the same offence type or similar in their nature).

1.2 A 'victim' is as defined by the Section 1 of the [Victims and Prisoners Act 2024](#)

2. Identification:

2.1 Victims who have reported more than one same or similar crime in a rolling 12-month period must be accurately recorded as a repeat victim on the respective Niche occurrence.

2.2 All officers/staff have a duty to identify and record a victim as repeat where presented, however reasonable action should be taken to actively seek to determine if a victim of any crime is a repeat victim to ensure they are identified at the earliest possible opportunity;

- by asking the victim if they are a repeat victim at the point they are initially contacting and reporting a crime,

- when the crime is being recorded, interrogating the crime record system (Niche) for indicators of repeat victimisation,
- if the victim volunteers this information at any point, taking steps to ensure the crime record is appropriately updated.

2.3 If a victim is identified as a repeat victim, then this must be recorded once linking the victim's involvement in the occurrence as 'Victim' and by appropriately completing the 'Repeat' field. Where applicable, when a 'Victim/Witness Contact Management Report' is created for the victim 'Repeat victim' field must be marked as 'Yes'.

2.4 Victims who are targeted repeatedly, particularly if targeted deliberately or as part of a campaign of stalking/ harassment, are considered 'persistently targeted' by the Victims' Code of Practice and are entitled to Enhanced Rights as defined in the Victim Care Procedure. Where assessed as persistently targeted, the 'Victim/Witness Contact Management Report' must also be endorsed by marking the 'Priority category' field as 'Persistently targeted'.

3. Investigation:

3.1 This section is applicable when a crime report from a repeat victim has been allocated for investigation.

3.2 While being a repeat victim will not by virtue determine if a crime report is being allocated, during the decision-making process to investigate a crime the fact the victim is a repeat victim and the impact this will have on the person will be factored into the officers and/or staffs decision making process.

3.3 Positive action will be taken by the Officer in Charge (OIC) to any proportionate lines of enquiry identified and for the victim to be fully supported during the investigation process. The following should be actioned:

- The OIC to agree a contact contract, the method and frequency of updates, in line with the victim's wishes with their expectations managed regarding what is realistically achievable.
- Provide or signpost to crime prevention advice in relation to the repeat offence.
- Determine if there are any factors making the victim more susceptible to becoming a repeat victim and taking positive action to address these factors.
- Reassess to decide if the victim is being persistently targeted and identify on the occurrence as above.
- Consider if this is part of a series and appropriately link to relevant occurrences/intelligence.

- Notify the local Neighbourhood Officers where any apparent factors of repeat victimisation identified relate to chronic local issues.
- The OIC to personally complete “final victim contact” by the victims’ preferred method, where able, to explain the outcome.

3.4 Persistently targeted victims are considered entitled to Enhanced Rights by the Victims Code of Practice, who must be first contacted within 24 hours of the crime being reported and notified of prime events within 24 hours of occurring outside of the agreed contact contract, as per the Victim Care Procedure.

3.5 This policy applies to all victims of crime, for repeat victims of Domestic Abuse, Hate Crime and Anti-Social Behavior all officers/staff must comply with the requirements of the dedicated policies and procedures for these crime types.

3.6 Finalisation is to be approved by a supervisor (Sergeant or staff equivalent) and prior to approval checks must be made to ensure all proportionate lines of enquiries were considered and expeditiously carried out, the Victims Code of Practice was complied with as per the Victim Care Procedure and final victim contact has been made by the OIC.

3.7 Victims are automatically referred to the Victim and Witness Care Unit via Niche data transfer. Victims should be informed that their details will be automatically referred unless they explicitly ask for their details not to be passed on. The Victim and Witness Care Unit should be made aware if the victim declines support to stop referral. Appropriate identification of a repeat victim, as above, will direct the Victim and Witness Care Unit to appropriately support and/or signpost.