

Service Definition: Victim Journey and Witness Care Services

Service overview

This service definition covers Infomentum's Victim Journey and Witness Care services for policing, justice, and criminal justice partners. The services are designed to keep victims and witnesses informed, reduce avoidable contact, and improve operational efficiency through consistent, timely, and auditable communication across the justice journey.

The services combine secure digital portals, proactive updates, workflow automation, and system integration to improve transparency and reassurance for victims and witnesses, while reducing administrative burden on police forces and partner organisations. These approaches have been delivered across multiple UK police forces with measurable operational impact.

Scope of services

This service definition applies to the following G-Cloud services: - Victim Journey Services for Police - Witness Care Services for Police and Justice Partners - Victim and Witness Digital Engagement Services

Services support end-to-end communication from crime reporting through investigation, court preparation, and case closure. The service does not replace investigative, legal, or judicial decision-making.

Service outcomes

Across all services, the intended outcomes include: - Reduced inbound contact from victims and witnesses - Improved confidence, reassurance, and engagement - Consistent, timely updates aligned to case progress - Reduced manual effort for officers and witness care teams - Improved auditability and compliance with victim care standards - Better visibility and control for supervisors and leaders

Service components

Services may include the following components as required: - Secure victim and witness digital portals - Case status tracking and workflow management - Proactive SMS, email and digital notifications - Multi-language and accessibility support - Agentforce-assisted digital support (where appropriate) - Integration with policing and justice systems - Reporting, dashboards and audit trails - Change management and user enablement

Users

Services support authorised police officers, staff, witness care teams, partner agencies, and victims and witnesses where appropriate. Access is restricted using role-based access controls and strong authentication.

Onboarding and delivery

Engagements typically follow a phased approach: - Discovery and service design - Integration and configuration - Portal and communication setup - Testing and validation - Deployment and user enablement - Ongoing optimisation and support

Delivery is typically iterative, allowing forces to start with priority crime types or cohorts and expand over time.

Support and service levels

Support is provided during UK business hours with priority-based response and resolution targets. Managed support options are available, including access to a support portal, dedicated service management, and regular service reviews.

Security and compliance

Services operate within an ISO/IEC 27001 certified Information Security Management System and are supported by Cyber Essentials Plus. Controls include access management, monitoring, incident management, vulnerability management, and change control. Underlying platform security is provided by cloud service providers where applicable.

Resilience and availability

Services are delivered using resilient cloud platforms with built-in redundancy, monitoring, and failover. Operational processes support incident management and timely communication to customers.

Data handling

Victim and witness data is processed and stored in accordance with contractual requirements, policing standards, and applicable UK data protection legislation. Access to data is restricted, logged, and auditable.

Change management

Changes are managed through a controlled change management process, including impact and security assessment, testing in non-production environments, and controlled deployment.

Service boundaries

The services do not provide investigative direction, legal advice, charging decisions, or autonomous decision-making. Responsibility for operational and legal decisions remains with the customer.