

Baroness Newlove of Warrington  
Victims' Commissioner for England and Wales

14 April 2025

Dear Baroness Newlove,

We write to you collectively in our capacity as His Majesty's Chief Inspectors of the [criminal justice system](#).

We welcome your important findings in your March 2025 report, '[Justice delayed: The impact of the Crown Court backlog on victims, victim services and the criminal justice system](#)'.

As you know, our four inspectorates work together to address issues that involve more than one criminal justice agency and that directly affect the public who use the justice system. The [victim](#) and witness experience is an important aspect of this work.

## Our response to your recommendation

The [Victims and Prisoners Act 2024](#) sets the inspectorates' duty to respond to relevant recommendations from the Victims' Commissioner. This makes sure actions taken to improve victims' experiences are examined more closely.

In your report, you made the following recommendation:

HMCPSP [His Majesty's Crown Prosecution Service Inspectorate] and HMICFRS [His Majesty's Inspectorate of Constabulary and Fire & Rescue Services] jointly carry out a review of victim-facing communications, from the time the case enters the court system up to, and including, sentencing. This review should consider the quality and consistency of communications.

The experience of victims is an important area of our joint work. We accept your recommendation.

## Action we have already taken

The duty to respond to the Victims' Commissioner's recommendations includes action already taken.

In November 2024, we published our '[Consultation on proposed Criminal Justice Joint Inspection programme for 2025–27](#)'. This sets out our proposed criminal justice joint inspection programme, in which two or more of our inspectorates will work together. It doesn't cover the inspection programmes of individual criminal justice system inspectorates.

In spring 2025, we intend to publish our 2025–27 joint inspection business plan. It will include a joint spotlight report on how the police and the Crown Prosecution Service communicate with victims. In this report, we will highlight examples of good practice and joint working between the police and the Crown Prosecution Service and identify where improvements are needed.

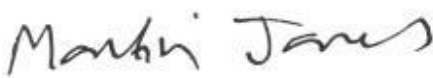
We will make sure any victim-focused joint inspections, including any commissioned in accordance with the Victims and Prisoners Act 2024, consider the provision of communications to victims with accessibility needs.

We will continue to work with the Victims' Commissioner to consult on inspection activity.

Yours sincerely,



**Sir Andy Cooke QPM DL**  
HM Chief Inspector  
HM Inspectorate of Constabulary  
and Fire & Rescue Services



**Martin Jones CBE**  
HM Chief Inspector  
HM Inspectorate of Probation



**Anthony Rogers**  
HM Chief Inspector  
HM Crown Prosecution Service  
Inspectorate



**Charlie Taylor**  
HM Chief Inspector  
HM Inspectorate of Prisons