

# 'MARGINAL GAINS'

Small steps to improve how police engage with young people

## WHAT YOUNG PEOPLE HAVE SAID

**BARRIERS**  
to young people engaging with police

Feeling in some way to **blame** for the **crime**

Not knowing my **rights** in the **criminal justice** system

Don't **trust** the **police** to **keep me safe**

Will the **police** **believe** me?

**Fear of negative repercussions** for me and my family

**BE RESPECTFUL & NON-JUDGEMENTAL**

Offer **support**, show you **care**

Don't **stereotype** and compare me with others

Show **interest**

Think about the **bigger picture** and risks to me

Be **open-minded**/don't assume

Good body language - don't intimidate, smile and be friendly

Make eye contact

Treat me the way you'd want to be treated - imagine it's your son/daughter

Ask me what I need

Talk to me

Previous **negative experience** with police

**BAD FIRST CONTACT CAN LEAD TO....**

**...VICTIM WITHDRAWAL**

**GOOD FIRST CONTACT CAN LEAD TO....**

**...DISCLOSURE & COOPERATION**

**SHOW EMPATHY & COMPASSION**

Treat me like a human being, be **sincere**, develop **trust**

Develop **safeguarding plan**/refer to specialists for support

Show you **understand** and **want to help** and that you **care**

Put yourself in my shoes

**LISTENING AND RESPONDING TO YOUNG PEOPLE ACCOUNTS**

**KEEP ME INFORMED OF WHAT'S GOING ON OR GOING TO HAPPEN NEXT - COMMUNICATE**

**ONGOING SUPPORT**  
Review safeguarding plan

What else can I do to keep you safe?

Would you like me to refer you to someone for extra help?

Just because the court case is over doesn't mean it's over for me.

**EVIDENCE GATHERING**

Why is it being taped?

Can a friend come with me?

When will I get my phone back?

What happens next?

Is the environment OK?

Make the questions simple

Is the right person doing the interview?

Do I have to wear my uniform?

**COURT**

**SUCCESSFUL PROSECUTION**

**UNSUCCESSFUL PROSECUTION**

Poor evidence gathering could have negative consequences

**NEGATIVE INTERACTION = VICTIM WITHDRAWAL?**

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Offer refreshments

Give me time

Be patient

Listen and don't interrupt

Developed by the Experts by Experience and police as part of the Marginal Gains project at the CSE & Policing Knowledge Hub 2017. Funded by HEFCE, the College of Policing and the Home Office. For further information, go to [www.beds.ac.uk/ic](http://www.beds.ac.uk/ic)

THE INTERNATIONAL CENTRE RESEARCHING CHILD SEXUAL EXPLOITATION, VIOLENCE AND TRAFFICKING

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