

The Victim and Survivor Engagement Guide (VSEG)

A practical toolkit for working with survivors on child sexual exploitation and abuse investigations



Based on consultation with colleagues from across policing and informed by conversations with more than 46,000 survivors of childhood abuse, the victim and survivor engagement guide offers simple, practical guidance for policing staff working with survivors at any stage of a CSAE investigation.

Who it is for

This guide is relevant to both senior leaders and frontline practitioners. For senior management, it provides a practical resource that supports service quality, consistency and survivor-centred practice. For frontline officers and staff, it offers actionable, operational guidance that will help strengthen their investigation.

What you will get from this guide

- Practical steps for supporting adult and child victims and survivors at every stage of a CSAE investigation
- A conversation guide for communicating with victims and survivors at each investigative stage
- Insight into common survivor experiences and barriers to reporting or continuing with investigations

- An approach that supports better investigative practice by reducing avoidable disengagement
- Strategies for balancing investigative requirements with survivor wellbeing

Why it matters

How victims and survivors are spoken to and supported can have a significant impact on trust, confidence and ability to stay engaged with an investigation. Small changes in language, consistency and approach can reduce the risk of re-traumatisation, prioritise empowerment and support stronger engagement. Because the way a victim or survivor experiences the justice process matters, just as much as the outcome.

By using this guide, forces can help reduce trauma, strengthen trust, improve engagement and create a more positive experience for victims and survivors navigating the criminal justice system.

**Child Sexual
Exploitation
Taskforce**

 **NAPAC**
The National Association for
People Abused in Childhood

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