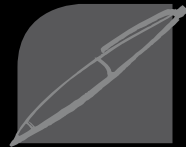


01

UK NETWORK OF
SEX WORK PROJECTS

GOOD PRACTICE GUIDANCE



Ugly Mugs and Dodgy Punters

Acknowledgments

As part of work funded by The Big Lottery Fund, the UK Network of Sex Work Projects (UK NSWP) undertook to produce a series of good practice guidance documents for sex work projects and agencies working with sex workers. As with all resources developed by the UK NSWP, members from across the UK have played a critical role in identifying the issues to be addressed and in developing the materials. The good practice guidance is based on the collective experience and knowledge accumulated by the working group, which was drawn from the UK NSWP membership.

The working group comprised Shelly Stoops (Armistead Centre Liverpool), Ciarán McKinney (Director of Gay HIV Strategies (Ireland) and Board of Directors UK NSWP), Carole Young (GENESIS Leeds), Mel Potter (Brighton OASIS), Trudy Hannington (Streetreach Doncaster and Board of Directors UK NSWP), Kerry Weston (SHOC Haringey), Michelle Farley (SHOC Haringey and Board of Directors UK NSWP). Associate members – Teela Sanders and Melissa Fulton and Geraldine Flanagan (UK NSWP National Information and Participation Officer).

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UK NSWP aims

To promote the health, safety, civil and human rights of sex workers, including their rights to live free from violence, intimidation, coercion or exploitation, to engage in the work as safely as possible, and to receive high quality health and other services in conditions of trust and confidentiality, without discrimination on the grounds of gender, sexual orientation, disability, race, culture or religion.

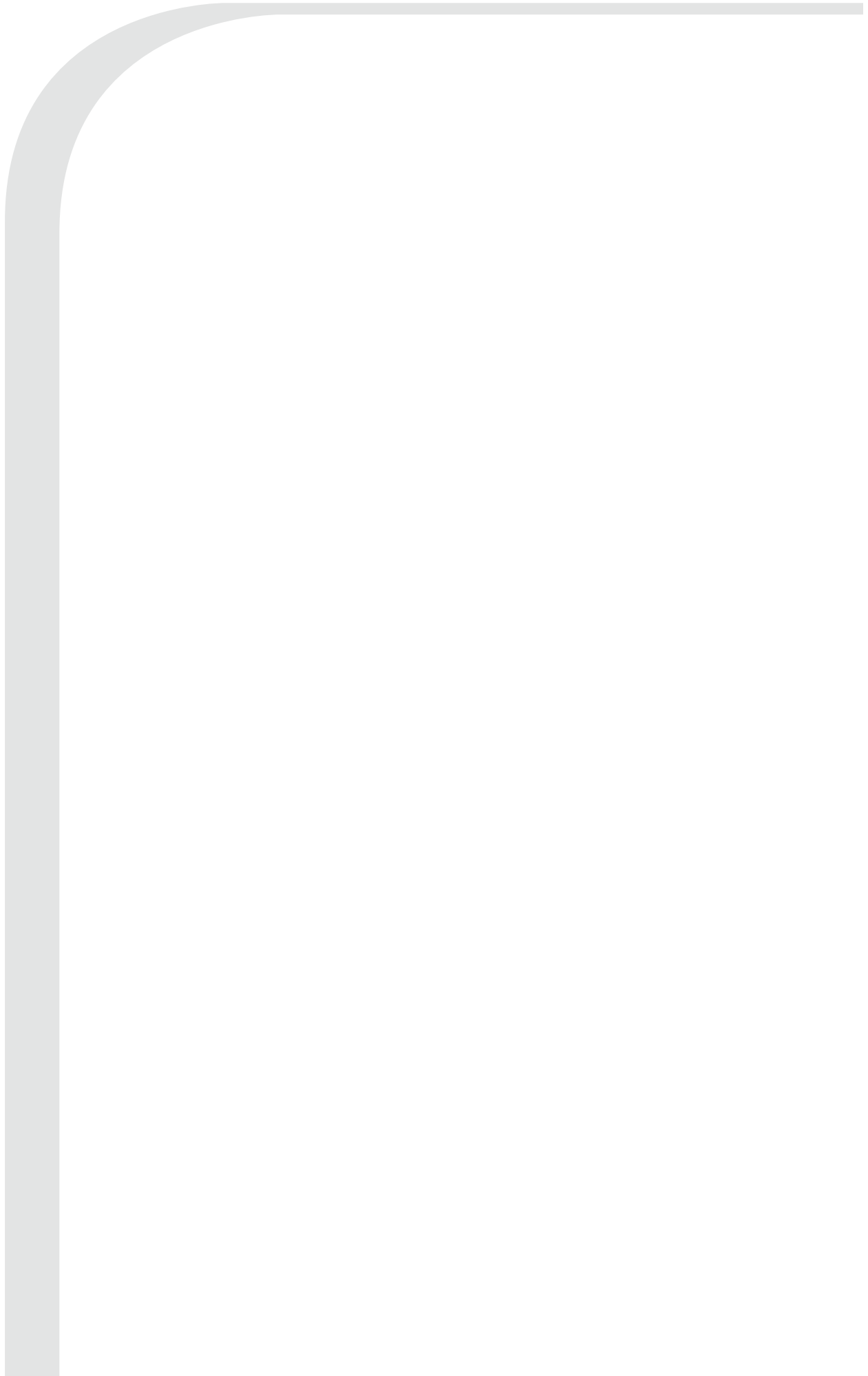
Disclaimer

The content of this publication is for information purposes only. Some of the legislation and terminology may not be applicable across the whole of the UK. Whilst the authors have made every effort to ensure the accuracy and comprehensiveness of the text, we accept no legal liability for any errors or omissions.

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Introduction

The Prostitution Collective in Victoria, Australia developed the first ugly mugs scheme in May 1986, using the term 'ugly mugs' to describe punters who become unreasonable and violent. They realised that circulating descriptions of 'ugly mugs' could alert sex workers to danger. The first schemes in the UK started in Birmingham and Edinburgh in 1989 and were run by sex work support projects. Since then, similar schemes have been adopted by many sex work support projects nationally.

This booklet provides guidance for sex work projects about how to establish and operate an ugly mugs/dodgy punters scheme. It also aims to encourage good practice, especially in taking incident reports.

Projects within the UK NSWP are autonomous, and we offer this guidance for you to draw on and to adapt to suit the needs of your own organisation and service users.

We recommend that you inform your managing bodies about your ugly mugs scheme to ensure that it is compatible with

organisational policies, such as, those on confidentiality, information management and governance. For example, in a primary care trust, inform the trust legal representatives/clinical governance; in a voluntary sector organisation, inform the board/management committee.

Terminology

The diversity of our membership is reflected in the broad range of language and terminology used by projects. We have tried to use language and terminology that is universally understood. Where there may be confusion, we have used alternatives and given explanations, which can be found in the glossary on page 17.

We have used the terms 'ugly mugs' and 'dodgy punters' interchangeably. We anticipate that projects will use whatever term they prefer.

'Attack' is used throughout as an inclusive term to include physical assaults, sexual assaults, threats, intimidation and robbery.

Ugly mugs/dodgy punters schemes

Ugly mugs/dodgy punters schemes aim to:

- Improve the safety of sex workers, and reduce crimes committed against them by alerting them to dangerous individuals
- Systematically record and monitor violence against sex workers
- Enable third party reporting of crimes against sex workers
- Assist sex workers, where possible, to report assaults to the police
- Improve liaison between sex workers, the police and sex work projects
- Contribute to successful convictions of those who commit crimes against sex workers
- Deliver the message that any violence against sex workers is unacceptable and criminal

Why such schemes are necessary

There are various reasons for such schemes:

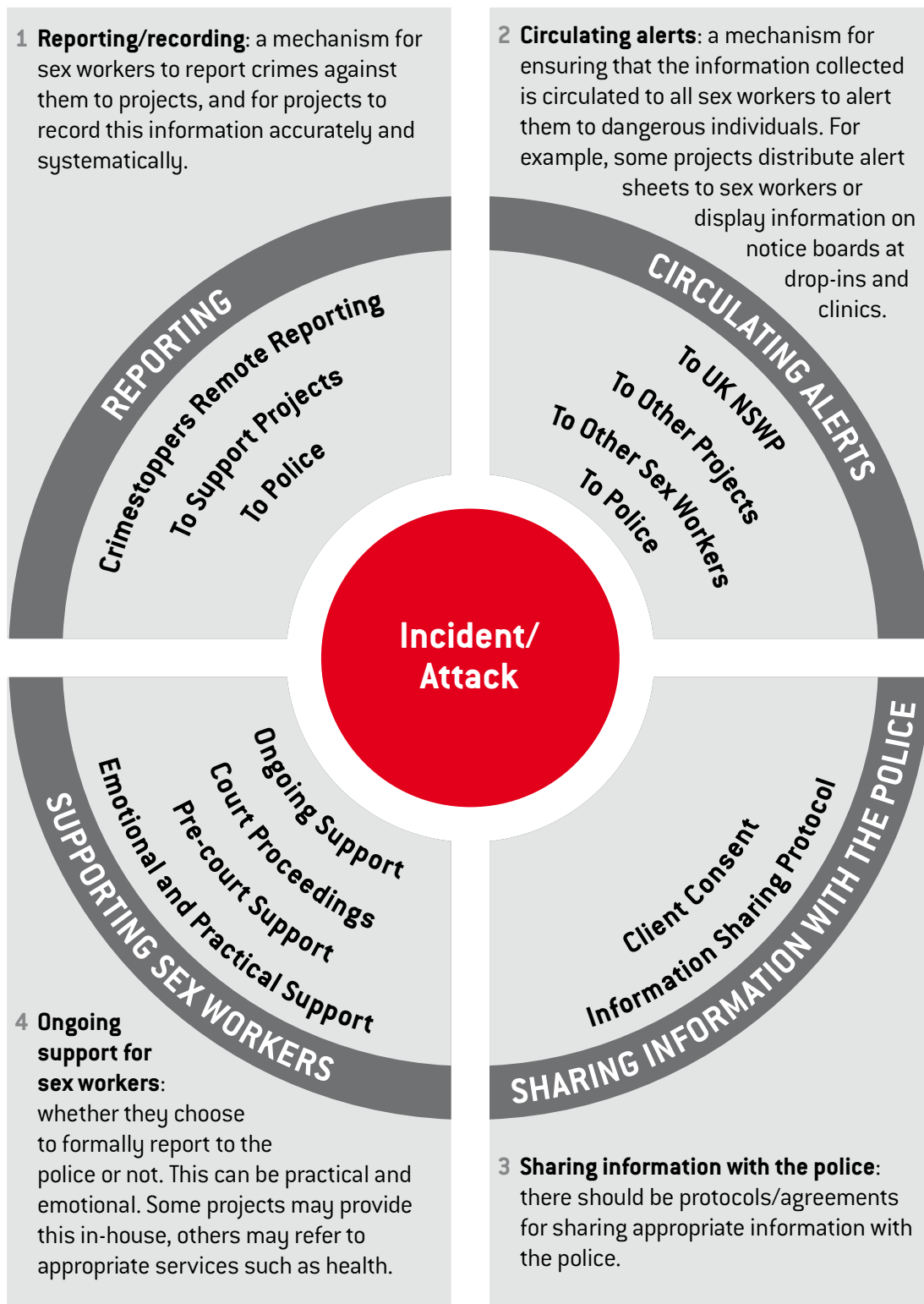
Sex workers frequently suffer violence from clients and others in the course of their work (Hester & Westmarland, 2004). Current research shows differences in the levels of violence experienced by sex workers in different sectors of the industry. For example, studies show higher levels of assault committed against street sex workers compared to indoor sex workers working in massage parlours/saunas/flats (Church et al, 2001, Campbell & Sanders, 2007, Kinnell, 2006, Sanders, 2005).

Crimes committed against sex workers are often unreported to the police (Penfold et al, 2004, Church et al, 2001, May et al, 2001, O' Neill & Campbell, 2002). Sex workers are often reluctant to make formal complaints to the police and so records do not reflect actual prevalence.

However, offenders need to be identified because they may attack other sex workers. Men who murder sex workers frequently have a history of violence against sex workers and others (Brookes-Gordon, 1999, Kinnell, 2006).

Good practice in running a scheme

A comprehensive scheme should consist of the following features:



Reporting and recording

A critical part of an ugly mugs/dodgy punter scheme is having an agreed procedure for taking full reports from sex workers who have experienced an incident.

Ideally, reports should be taken as soon as possible after the incident, but schemes should assist all sex workers to make a report if they want to, regardless of when the incident took place.

Incident report

An incident report is the report of the incident made by a sex worker to a project. It records as much detail as possible about the incident and the perpetrator; it also includes details of the sex worker. This information is stored by the project in accordance with the Data Protection Act. The information can be shared with the police but projects should do this in accordance with their information sharing protocol (see Appendix 4).

This guidance includes a sample incident report form which you can use or adapt (see Appendix 1).

Formal recording sheet/ incident report form

We recommend that projects use a formal recording sheet/incident report form to:

- Help the person reporting the incident to recall important details
- Encourage systematic, standardised and comprehensive information recording

- Ensure the names of those making and taking reports are recorded accurately. This is extremely important if an attack is to be followed up after a time gap or if a case comes to court. This will demonstrate that the report has been taken professionally and systematically, and not simply to spread libellous gossip about an individual

You should record as much information as possible about the attacker, the attack and the circumstances.

Ask service users to sign the report.

The formal recording sheet/incident report form should be kept on file. It should not be sent to other organisations which are not members of the scheme.

The incident report form should be edited before you make it available as an ugly mugs report (see below).

If the sex worker has decided that they do not want to formally report to the police and wish to remain anonymous, note this on the form to ensure that the sex worker is not identified in information shared with the police.

Explicit details of the nature of the attack should not be made public, except those which may help other sex workers to avoid violence, for example, what the attacker said or did in the lead up to the attack.

See also page 25 for good practice in completing incident report forms.

Ugly mugs report

The ugly mugs report is a sanitised, condensed version of the incident report and is circulated to other sex workers, sex work projects and at times, the police. This report does not include full details of the incident, the perpetrator or the sex worker, but contains information that will alert people to dangerous individuals.

For example, details which identify a specific person or vehicle should be adapted slightly in the ugly mugs report to avoid accusations of libel in the case of mistaken identity. For example, if a full car registration is given, change one or two digits to question marks or asterisks, unless police advise that they are happy for full details to be circulated.

See sample in Appendix 3.

Storing information

You should have a protocol for storing information and understand the implications of data protection legislation. All information should be:

- Stored securely (i.e. locked) whether in hard copy or on computer
- Available/retrievable for future reference

You should also record which information is distributed, to whom and when.

Analysing ugly mugs information

Some projects have created databases to enable them to store and analyse the information collected in ugly mugs/dodgy punters reports. They have found it useful to periodically analyse ugly mugs information, enabling them to identify different patterns and changes in ugly mugs data. For example projects have:

- Identified repeat offenders
- Been able to identify changes in the numbers of victims who wish their reports to be passed onto the police
- Compared data annually to find out what have been the most prevalent types of incidents
- Examined data to see the key areas where incidents have taken place

For further information about projects who have such databases and have carried out analysis contact the UK NSWP.

Confidentiality

Before taking an incident report workers should:

- Know the project's confidentiality policy and its limitations; and the policies and implications for protecting children and vulnerable adults
- Inform the sex worker about these policies and any limitations, and make sure that they fully understand these

When taking the incident report workers should:

- Offer the sex worker a safe and private space where you will not be interrupted or overheard. If possible, offer a choice of venue
- Ensure that you have the sex worker's permission to share the information with other sex workers and the police
- Ask for the sex worker's signature
- Gain agreement and signed permission from the sex worker before you share information with any third party
- Give the sex worker the option to make an anonymous report or to make a statement to the police
- Ensure all documents and reports are kept in a safe place
- Ensure that the sex worker's identity remains anonymous in ugly mugs notices
- Ensure that ugly mugs notices are displayed where only sex workers and project workers will see them

All projects should refer to their organisation's policies, procedures and guidance on child protection, confidentiality and vulnerable adults.

Good practice in completing incident report forms

Incident report number

You should have a system for recording, tracking and retrieving information about incidents, with a unique number for each report. A simple sequential system allows you to keep sex workers' details confidential.

When the incident happened

It is important to find out the date and time of the incident. This could be vital evidence in any criminal investigation. It might also be useful for establishing the pattern of an assailant.

Where the incident happened

This information could be important to an investigation as there may be potential witnesses and evidence. Also, there are safety implications for other sex workers and outreach staff. Useful information includes the area, the road or buildings near or where the victim was picked up and where the incident happened.

Details of the assailant/s

It is important to get as much **useful** information and detail about the assailant/s as possible. The incident report form included in this guidance takes you through a process for gathering comprehensive details about the perpetrator (see Appendix 1).

Ethnicity and nationality

Details about ethnicity, nationality and regional origin can be useful. The person taking the report should, in all cases, ask for details about perceived ethnicity, nationality and regional origin (where in the UK the perpetrator is perceived to be from).

Inaccurate descriptions of an attacker's nationality or ethnic origin may cause problems. We recommend you record the nationality as 'thought to be' or 'perceived nationality'.

A general description of a perpetrator as a 'black man' or 'Albanian' for example, with no further detail, is not useful and could be considered racist.

Details about skin tone, accent, hair colour, build, facial features, distinguishing features, tattoos or distinguishing jewellery are more useful than nationality or ethnic origin. Take down as much detail as possible using the sample form in the guidance.

Details of the vehicle

If a vehicle is involved – bike, car, van or motorbike – get as much information as possible about it and not just the make, colour and registration. For example, ask about the type of vehicle, its condition and what was in or on it. Ask whether it had a child seat, any damage, stickers or notices on the windows (e.g. ‘baby on board’ or ‘Johnny loves Sally’, football stickers), air fresheners or icons.

Details of the attack

Giving details about violent attacks or sexual assaults may be difficult for the victim and it can also be difficult for workers. Listen to the victim’s story and take down as much as they can remember including potential witnesses; passers by; anyone who saw them with the assailant before, during or after the attack. Also record what the assailant said before and during the attack.

Injuries and health care

Describing the victim’s injuries is important for any future investigation. You should also record where and when the victim had injuries treated and by whom; and any services to which you refer the victim.

Service user details

Keep on file but do not display on an ugly mugs notice board.

Worker details

Note who took the original report. Ideally, the worker should sign and date the form.

Police involvement

Note officers involved, collar numbers, names and station; the date the incident was reported; the crime reference number and any other details.

Under 18s

If there is any risk to a child (under the age of 18), confidentiality should be broken in accordance with child protection policy and procedure. This should not be viewed as prostitution as it constitutes child abuse through child sexual exploitation. For more information on child protection see Further Information on page 15.

Training and information

Training

All workers taking incident reports should be fully trained so that they know how the incident report form is used, and can confidently answer any questions sex workers might ask. Required skills and knowledge include:

- Excellent listening skills
- Clarity about boundaries and ability to offer encouragement and support to sex workers to enable them to make informed choices (they should not pressure sex workers to formally report to the police)
- Knowing why each piece of information is asked for on the form and why it is important
- Knowing how to record and store the required information
- Awareness of issues about gathering and preserving evidence. This is particularly important in cases of rape and sexual assault if the assault has just taken place. See checklist in Appendix 5

Projects should ensure workers are trained in active listening and interviewing techniques.

Information

Projects should provide workers with:

- Contact details and referral information for other agencies, such as specialist Sexual Assault Referral Centres (SARCs)
- Contact information for Police Liaison Officers

Alerting others

Distributing information

Projects operating ugly mugs/dodgy punters schemes alert sex workers to dangerous individuals in various ways:

- Circulating information to sex workers as and when a report is made
- Regular bulletins and reports in newsletters
- Putting information in logbooks or on notice boards for sex workers to see at drop-ins or clinics. (Be aware that any details you put on notice boards can also be read by victims.)

We recommend you use several methods. While some sex workers prefer written information which they can keep and re-read to remind themselves of the people or cars to look out for, others prefer not to have such information in their possession.

If there is good reason to think that the attacker may operate in other areas, for example, if he has an out-of-town accent or is known to travel, you can circulate ugly mug reports regionally or nationally by contacting UK NSWP and /or the Crimestoppers reporting scheme (0800 555 111).

Safety

While it is vitally important to inform all sex workers who may be vulnerable, too wide a distribution of ugly mug reports may mean that:

- They are seen by perpetrators, possibly leading to revenge attacks, or to them changing their appearance or methods thus reducing the helpfulness of reports
- If a case comes to court, the defence might argue that a fair trial is not possible because too much information is already in the public domain
- In a case of mistaken identity or malicious reporting, a person wrongly identified might sue a project for libel

Given these concerns, we suggest that all ugly mug reports contain a disclaimer such as: "If you are a sex worker, please do not let your clients see this. The information contained in this report is as reported to project workers and does not reflect the views of the project."

Ugly mug reports should only be displayed on notice boards which are solely for sex workers and project staff and volunteers.

Safeguarding prosecution

Projects should ensure that any information circulated about ugly mugs does not jeopardise future prosecutions. You should avoid including:

- Full name/address of assailant: this could prejudice the prosecution and the project might be sued if you get it wrong
- Full car registration and/or phone number: the same applies
- Details that identify the sex worker: this breaches confidentiality and could place them in a situation where they are re-victimised
- Graphic details of the incident: this could lead to copycat attacks or prejudice the prosecution

If the police ask you to distribute reports which include such details, check that the request has come from your named liaison officer.

Multi-agency protocols

If your project already has a multi-agency information-sharing protocol, you should include procedures for sharing ugly mug reports within this. See sample information sharing protocol in Appendix 4.

Sharing information with the police

Many projects routinely send ugly mugs/dodgy punter information to the police. Some send full incident reports, either anonymously or with service user details (depending on service user consent). Others send edited reports. Some projects do not share any information at all. It is important that you only share information with the explicit agreement of the person reporting the attack.

We recommend that you share information with the police unless the sex worker specifically asks you not to. However, you should report to the police if you suspect that someone is at risk of serious harm. You should get formal written consent from service users to share information. Many projects use formal disclosure forms.

If the victim does not want information to be passed on, you should explain that confidentiality will be respected within the boundaries of the project's confidentiality policy. Each project should have its own confidentiality policy which specifies the circumstances in which confidentiality can be breached, for example if there is serious harm or risk to the individual, a child or others.

Police may not act on an ugly mug report as it is not a formal witness statement; however, they may wish to follow it up. The extent to which you co-operate with the police in such cases is a matter for individual project policy.

Some projects have information sharing agreements or joint working agreements with the police which incorporate ugly mugs/dodgy punter information. We recommend the development of such formal agreements.

Reporting to the police

The UK NSWP encourages projects to actively support sex workers to formally report any violent or sexual attacks to the police. Attacks against sex workers are an offence and should not be viewed as a 'hazard of the job'. Projects should encourage and support but not pressurise service users to report.

In Edinburgh, the Remote Reporting Scheme¹ enables victims to report a crime through a third party such as SCOT-PEP.

In 2006 Crimestoppers (England & Wales) launched a Home Office funded 'Stop Dodgy Punters/Ugly Mugs' campaign. This aims to increase the reporting of violent and other crimes committed against people involved in prostitution and promotes the message that all violence against people involved in prostitution is a crime. The campaign includes posters and advice leaflets about the role of Crimestoppers as a route for reporting crime anonymously. The campaign has a free phone line: 0800 555 111. Sex workers and other members of the community can call this line and report any concerns or information they have about crimes against sex workers. To learn more about the scheme including campaign publicity material contact your regional Crimestoppers office or the UK NSWP.

Good practice procedures

- Establish a named first contact Police Liaison Officer
- If possible/appropriate arrange for police to see the sex worker at the project or a location where they feel comfortable
- Stay with the sex worker during the police interview
- If the sex worker is willing to report the incident, prioritise your workload so that you can provide one-to-one support throughout the process
- Offer to accompany the sex worker to any further interviews and examinations
- Liaise with the police to track the incident and keep the sex worker updated
- If the sex worker does not want to formally report the incident, request permission to report on their behalf, assuring them that their personal details will not be shared and that the information will be used for monitoring and police intelligence purposes only

¹ There are three ways to report a crime through SCOT-PEP. **Named reporting:** if victim wants a crime to be investigated, they must give full name and address, although the victim can arrange to meet the police in SCOT-PEP's premises.

Named intelligence: victim can provide information using full name or a working name. The police may contact SCOT-PEP wanting more information from victim at a later date – but it is victim's choice.

Anonymous intelligence: if victim just wants the police to be aware of the crime, they can report it completely anonymously.

If a victim wants the crime to be investigated, victim can choose named reporting. If not, intelligence helps the police build up a picture of the extent of the crimes.

In exceptional circumstances (such as serious crime, or risk of harm to a child or vulnerable adult) the police may have to take formal action even if victim is just providing information. If this happens they will take victim's welfare into account at all times.

Involvement in the criminal justice process

Some project staff and volunteers are drawn into the criminal justice process as a result of 'ugly mug' incidents², usually to give a police statement and attend court as witnesses. This generally involves confirming that they took the ugly mug report and its details. Sometimes, they are asked to describe the scheme, how information is recorded and stored and service user consent recorded. Whilst the prosecution generally calls the witness, the defence may ask questions and these may not be associated with the ugly mug report.

All projects should clearly inform staff and volunteers that ugly mug reports may become subject to police investigations and may result in court cases, and that staff and volunteers involved in taking ugly mug reports may be required to make formal statements to the police and to appear as witnesses in court.

If a staff member or volunteer is asked to make a formal statement to the police, we recommend that the project manager discusses any support they require at the statement and the court stage, and arranges this. Some organisations may require a manager and/or legal representative to be present during the police statement. You should check your organisational procedure.

A worker may want 'special measures' when giving evidence. Special measures

are arrangements which can be made for a witness to enable them to give 'best evidence'. These include screens, video link, evidence in private, wigs and gowns off, videotaped evidence in chief, videotaped cross-examination. Projects can make the case that outreach and support workers are vulnerable/intimidated witnesses as defined under the Youth Justice and Criminal Evidence Act 1999. This applies to all offences, and the test for qualification is 'quality of evidence will be diminished by fear or distress'.

If a worker wants special measures, they should inform the official taking the formal statement and complete the application form.

Projects in England and Wales should familiarise themselves with the Home Office guidance: *Achieving Best Evidence in Criminal Proceedings: Guidance for Vulnerable or Intimidated Witnesses Including Children*, 2001, Home Office, Department of Health and Crown Prosecution Service.

Projects in Scotland should familiarise themselves with the *Vulnerable Witness (Scotland) Act (2004)*, The Stationery Office, HMSO.

You may find it useful (both for workers and service users called as witnesses) to contact the local witness support unit. This may be a Criminal Justice Unit or similar body.

² **Note:** ugly mugs are only one example of workers being drawn into police investigations and court cases. There is always a possibility that workers may witness or be victims of crime.

Frequently asked questions

What about e-fits and photographs?

Photographs and e-fits of attackers can only be used and circulated when you are requested to do so by the official police liaison contact (or other authorised officer) or as part of a national initiative. The police should give projects guidance on how to use these without prejudicing any future court proceedings.

What about using names?

Full names of the attacker and the sex worker can be used in the incident report form, which is kept confidential, but not the ugly mugs report unless this is requested by the official Police Liaison Officer or as part of a national police initiative.

Can we use full addresses?

Full addresses can be used in the incident report form but not in an ugly mugs report unless this is requested by the official Police Liaison Officer or as part of a national initiative.

Should we put other sex workers on an ugly mugs list?

Each case has to be taken on an individual basis and projects will have their own procedures. Projects are generally reluctant to put a sex worker on an ugly mugs list, but many warn other sex workers by word of mouth.

Can we use car registration details?

Full car registration details can only be given in the incident report form and not in the ugly mugs report. You should only put part of the registration in the ugly mugs report unless you have been requested to issue the full registration number by the official Police Liaison Officer or as part of a national initiative.

Can we ever ignore the victim's wishes and report the incident to the police?

Yes, if you have child protection concerns, concerns about a vulnerable adult and/or if you think that someone's life is in danger.

What do you do with reports of incidents on under-18s?

Follow your organisation's child protection policy and procedures.

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www.homeoffice.gov.uk

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Response to 'Paying The Price'
www.uknswp.org

Vulnerable Adults Policy
www.dh.gov.uk/pova

Youth Justice and Criminal Evidence. *Giving evidence or information for the purposes of criminal proceedings and special measures directions in cases of vulnerable and intimidated witnesses*. Act 1999, Part 11.

Glossary

Assailant

The person who has committed an offence against a sex worker.

Assault

In this guidance, we include both physical and sexual attacks. This can include pushing, slapping, holding someone against their will, pulling hair, biting, kicking, punching, forcing to perform certain sexual acts, rape and other sexual violence.

Note: in England and Wales, The Sexual Offences Act (2003) changed the definition of rape to include non-consensual vaginal, anal or oral penetration. This also applies to Scotland under The Sexual Offences Act 2003 (Commencement) (Scotland) Order 2004.

Client

This term refers to the men/women who buy sex from sex workers. However, some projects also use the term to refer to the sex workers they work with.

To avoid confusion we generally use the term 'sex worker' or 'service user' in this guidance to refer to the individual selling sex. The exception is the use of the term 'client' in the forms and other materials in the appendices to refer to sex workers, as these are working documents for project workers.

Dodgy punter

The person who commits a crime/assault against a sex worker, usually the sex worker's client, but may include gangs/individuals who rob saunas/flats/parlours.

It also denotes the system for reporting crimes against sex workers.

Incident report form

This is a standardised form for recording information systematically about an offence against a sex worker. It is used to collect information about the incident. This information is not generally shared with others as it holds personal information about the sex worker and the perpetrator. Some projects may use a different name for this form, for example 'Ugly mug reporting form'.

Information sharing protocol

This is a formal statement of the circumstances, procedure and method for sharing information among agreed agencies. In most cases it is prescriptive, and identifies named workers or key workers in each agency who can share information.

Independent Sexual Violence Adviser (ISVA)

Specialist support worker with training and expertise to support victims of sexual violence. The UK NSWP holds a list of all ISVAs in the UK.

Liaison officer

This is someone from an agency, for example, health, housing, criminal justice or welfare rights and is usually a named person, who acts as the designated link between one project and another. They usually have specialist knowledge or interest. Some areas have a Police Liaison Officer for sex work projects.

Perpetrator

The person who committed the offence against the sex worker. (See also Assailant)

Punter

This is slang to describe people who pay for sex but is not acceptable to all sex workers.

Ugly mugs

The description given to the person who commits a crime/assault against a sex worker, usually a client, but may include gangs/individuals who rob saunas/flats/parlours.

It also denotes the system for reporting crimes against sex workers.

Ugly mug report

This is the edited version of the full incident report made by a sex worker. It contains information which helps other sex workers identify ugly mugs/dodgy punters. The ugly mug report is circulated to other sex workers and is generally shared with the police and other sex work projects. Some projects produce a newsletter, list or bulletin containing ugly mug reports.

SARC

Sexual Assault Referral Centre (SARC) is a 'one stop shop' for victims of rape and sexual assault.

Service user

This term is used interchangeably with 'client' and refers to men and women selling or exchanging sex who use the services of support agencies working with sex workers.

Sex worker

Someone selling or exchanging sex; this includes street-based sex workers, people working in establishments such as a saunas/flats/parlours, escorts who work independently or from agencies, and men and women working in the adult sex entertainment industry.

Victim

The injured party – the sex worker who has been assaulted or had an offence/crime committed against them.

Worker

Paid staff member or volunteer at a project supporting sex workers.

APPENDIX 1

Sample incident report form

This form is to be kept on file in the office and is not to be sent out

1 TYPE OF REPORT		REPORT NUMBER
<input type="text"/>		<input type="text"/>
2 WHEN THE INCIDENT HAPPENED		
<input type="text"/>	<input type="text"/>	<input type="text"/>
3 WHERE THE INCIDENT HAPPENED		
<input type="text"/>		
<input type="text"/>		
<input type="text"/>		
<input type="text"/>		
<input type="text"/>		
<input type="text"/>		
4 DESCRIPTION OF PERSON/S INVOLVED		
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

4 DESCRIPTION OF PERSON/S INVOLVED *(continued)*

Description	Person 1	Others involved
Hair <i>(colour, length and style)</i>		
Perceived ethnicity		
Facial features <i>(eyes, nose, teeth)</i>		
Clothing and footwear		
Accent <i>(or particular expressions used)</i>		
Manner <i>(aggressive, anxious, polite)</i>		
Other features <i>(scars and tattoos – where/what – body hair, jewellery, particular smell or perfume, moustache/beard)</i>		
Has seen him before		
Other <i>(name if known or name given)</i>		

5 VEHICLE DETAILS

Car or vehicle involved? Yes / No

Make and Model

Colour

Full Registration

Any distinguishing features
(e.g. windscreen damaged, dents or scratches,
disabled stickers, parking permit, baby seat)

6 TYPE OF INCIDENT (circle as many as necessary)

- | | |
|---|---|
| 1 Assault
(slapped, punched, kicked) | 12 Attempted robbery |
| 2 Assault with a weapon
(other than a knife/gun) | 13 Left in an isolated area |
| 3 Assault with a knife
(stabbing or slashing) | 14 Threatened with physical violence |
| 4 Assault involving a gun | 15 Threatened with a weapon |
| 5 Strangulation | 16 Kidnap |
| 6 Thrown from a vehicle | 17 Held against will |
| 7 Vaginal rape | 18 Attempted kidnap |
| 8 Forced oral sex | 19 Verbal abuse/aggression |
| 9 Anal rape | 20 Refusal to wear condom
or removal of condom |
| 10 Other sexual assault | 21 Refusal to pay |
| 11 Robbery | 22 Attempted rape |
| | 23 Other |

7 FULL DESCRIPTION OF THE INCIDENT

Weapons used? Yes / No
If yes, what?

Witnesses? Yes / No
Details

8 INJURIES AND HEALTH CARE

Injuries sustained

Treatment received? Yes / No

If yes please detail, where and what and who treated the victim:

Do you wish the project to take and store photos of your injuries? Yes / No

Do you want the project to support you to access health care for any physical injuries or emotional distress? Yes / No

9 POLICE INVOLVEMENT/REPORTING

Has the attack been reported to the police by the client already? Yes / No

If yes, at which station or to officers from which station?

Did the client give a full written statement? Yes / No

Does the victim now wish to report it to the police? Yes / No

Does the victim wish the project to support them to make a full formal statement? Yes / No

Does the victim want the project to report this ugly mug to the police? Yes / No

If yes, do they wish to be kept anonymous? Yes / No

10 CLIENT DETAILS

Name of client reporting

Date of birth of client

Telephone contact number

Address

Signature of client

11 WORKER DETAILS

Date the report was taken

Name of project worker who took the report

Signature of worker

IMPORTANT FOR WORKERS

If you are the first person to whom a sex worker has reported a sexual assault or rape, you should be aware that you become a significant witness (see Appendix 5).

APPENDIX 2

Sample completed incident report form

All details that could identify the sex worker or assailant have been changed or omitted.

1 TYPE OF REPORT		REPORT NUMBER
Full Ugly Mug		49
2 WHEN THE INCIDENT HAPPENED		
Day	Saturday	Date 27/05/07 Time: am/pm
3 WHERE THE INCIDENT HAPPENED		
Street name (place incident happened) 3 Mile Road		
Near to Bus stop		
Area City Centre		
Street name (where picked up) Crown Street		
Establishment and/or Agency NO		
Near to Anne-Marie's Tree		
4 DESCRIPTION OF PERSON/S INVOLVED		
Description	Person 1	Others involved
Age and gender	Male, Mid to late 40s	
Height	About 5ft, 11ins	
Build	Big built	

4 DESCRIPTION OF PERSON/S INVOLVED *(continued)*

Description	Person 1	Others involved
Hair <i>(colour, length and style)</i>	<i>Bald / shaved</i>	
Perceived ethnicity	<i>White UK</i>	
Facial features <i>(eyes, nose, teeth)</i>	<i>Dark eyes</i>	
Clothing and footwear	<i>Track suit – dark top and bottoms. Black, round leather hat</i>	
Accent <i>(or particular expressions used)</i>	<i>Liverpool accent</i>	
Manner <i>(aggressive, anxious, polite)</i>	<i>Dead nice at first</i>	
Other features <i>(scars and tattoos – where/what – body hair, jewellery, particular smell or perfume, moustache/ beard)</i>	<i>Round happy face. Gold ring on right forefinger.</i>	
Has seen him before	<i>No</i>	
Other <i>(name if known or name given)</i>	<i>-</i>	

5 VEHICLE DETAILSCar or vehicle involved? Yes / NoMake and Model *Nissan Sunny*Colour *Dark blue*Full Registration *J106 ****

Any distinguishing features
*(e.g. windscreen damaged, dents or scratches,
 disabled stickers, parking permit, baby seat)*

*Stickers on rear windows***6 TYPE OF INCIDENT** *(circle as many as necessary)*

- | | |
|--|---|
| 1 Assault
<i>(slapped, punched, kicked)</i> | 12 Attempted robbery |
| 2 Assault with a weapon
<i>(other than a knife/gun)</i> | 13 Left in an isolated area |
| 3 Assault with a knife
<i>(stabbing or slashing)</i> | 14 Threatened with physical violence |
| 4 Assault involving a gun | 15 Threatened with a weapon |
| 5 Strangulation | 16 Kidnap |
| 6 Thrown from a vehicle | 17 Held against will |
| 7 <input checked="" type="radio"/> Vaginal rape | 18 Attempted kidnap |
| 8 <input checked="" type="radio"/> Forced oral sex | 19 <input checked="" type="radio"/> Verbal abuse/aggression |
| 9 Anal rape | 20 Refusal to wear condom
or removal of condom |
| 10 Other sexual assault | 21 <input checked="" type="radio"/> Refusal to pay |
| 11 Robbery | 22 Attempted rape |
| | 23 Other |

7 FULL DESCRIPTION OF THE INCIDENT

Picked up on Crown Street, near to Anne-Marie's tree. Very nice at first, I asked what he wanted—only oral, he said £20, he then went on to say he would give me £30 to go to his house. So as we got to his house, I realised he'd been drinking. Went into his house – he got his penis out straight away. I then went on to ask for money first, I was refused money, he was still nice. I then went to leave, I got off the sofa – he then forced me back to the sofa and forced oral sex. Every time I said 'I don't want this without the money I was not happy without the money, I was not happy'. I gave him every opportunity to stop and pay first. He then said you're crap, I said no I am not, you pay me and I can do it properly. He said ok I have sex then, I said no I can't do that because of my back and he said straight away, I'll do it from behind. I put a condom on him (blueberry flavour). Did have sex with him. I bent over to look for something with his name on, I saw a tablet box with his name address. I felt him cum and straight away he slapped my arse really hard, then pushed me away and said I've had enough of you, get out. I asked for payment, he said no, you're lucky to be getting out of here. I stepped away and phoned 999 and I said you're in trouble Mr****. He seemed frightened then threw £5 on the floor. I started to run, he came after me in a car (the same), he passed me once, then tried to get out and shouted to me. I was knocking on door, he then got back in car, he then followed me to Oxford Street where I met the police.

Weapons used? Yes / No
If yes, what?

Witnesses? Yes / No
Details

8 INJURIES AND HEALTH CARE

Injuries sustained

Bruising, rape, hair pulled out

Treatment received? Yes / No

If yes please detail, where and what and who treated the victim:

Police Dr at Bromborough Rape Suite

Do you wish the project to take and store photos of your injuries? Yes / No

Do you want the project to support you to access health care for any physical injuries or emotional distress? Yes / No

9 POLICE INVOLVEMENT/REPORTING

Has the attack been reported to the police by the client already? Yes / No

If yes, at which station or to officers from which station?

Admiral Street

Did the client give a full written statement? Yes / No *(we think)*

Does the victim now wish to report it to the police? Yes / No

Does the victim wish the project to support them to make a full formal statement? Yes / No *Been done*

Does the victim want the project to report this ugly mug to the police? Yes / No

If yes, do they wish to be kept anonymous? Yes / No

10 CLIENT DETAILS

Name of client reporting *Alice Springs*

Date of birth of client *12/06/72*

Telephone contact number *0151 555 1234*

Address *1/1 London Road
Liverpool L12 5ER*

Signature of client *A. Springs*

11 WORKER DETAILS

Date the report was taken *30/05/07 at 10.40pm*

Name of project worker who took the report
Joan Smith

Signature of worker *J. Smith*

IMPORTANT FOR WORKERS

If you are the first person to whom a sex worker has reported a sexual assault or rape, you should be aware that you become a significant witness [see Appendix 5].

APPENDIX 3

Sample edited ugly mugs report

1 TYPE OF REPORT	REPORT NUMBER
<i>Edited Ugly Mug</i>	<i>65</i>
2 WHEN THE INCIDENT HAPPENED	
Day <i>Monday</i>	Date <i>7 May 2007</i> Time: am/pm <i>approx 7pm</i>
3 WHERE THE INCIDENT HAPPENED	
Street name (place incident happened) <i>Fairfield Street</i>	
Near to <i>corner of Temperance Street</i>	
Area <i>Central Manchester</i>	
4 DESCRIPTION OF PERSON/S INVOLVED	
<p>Include height, build, distinguishing features, clothing etc</p> <p><i>White man on foot: 6' tall, average build, early 20s, shaved head, blue eyes. Wearing a white hooded top, white tracksuit and trainers.</i></p>	
4 DESCRIPTION OF INCIDENT	
<p><i>Woman agreed business with man and he paid her. Then the man started saying he wanted oral without a condom, anal and oral without a condom. Woman said she wouldn't and man became verbally abusive. She gave him money back but he then hit her. She started screaming and managed to get away.</i></p>	

APPENDIX 4

Sample joint working information sharing protocol

Joint working protocol

1 Introduction

The joint working protocol sets out to address the perceived currently high levels of under reporting to the police of crime, incidents and information. To do so, however, will require the active collaboration and commitment of both the Police Service and support project and perhaps closer working relationships than have existed hitherto.

It is recognised that this may be a new concept for the participating bodies and that agreed processes and procedures require to be identified and followed. This protocol has been drawn up to reflect the mechanics of the dodgy punters/ugly mugs reporting, and to clarify the practical and agreed responsibilities of each organisation. The contents are, however, not fixed and may be amended, subject to the agreement of both organisations.

When those involved in prostitution become victims of crime it can be difficult for them to tell anyone. Many local support projects run ugly mugs schemes to enable those involved in prostitution to share information on 'dodgy punters' with each other and local police officers. The charity Crimestoppers has produced 'dodgy punters' materials to promote the anonymous helpline for those working in prostitution through which they can give information about crimes.

2 Agreed responsibilities and actions of support project staff:

- 2.1 The Personal Safety Worker (or the other named worker at the project) will encourage potential users of the dodgy punters/ugly mugs reporting scheme and where there is a possible criminal element, to report the incident(s) to the police.
- 2.2 The Personal Safety Worker will ensure that potential users of the remote reporting scheme are made fully aware of what will happen with any information they provide and of all the reporting options available to them.
- 2.3 If a victim is reluctant to contact the police directly, the Personal Safety Worker should discuss the option of contacting Crimestoppers anonymously on 0800 555 111.
- 2.4 If a victim is reluctant to contact the police, the Personal Safety Worker will complete the necessary parts of the ugly mug reporting/intelligence form and forward it to the Police Liaison Officer (or other named police officer) or direct to the police switchboard. The most practical way to do this will be to email the form to the Police Liaison Officer and, in extremely urgent cases if the Police Liaison Officer is not on duty,

to phone the police switchboard. These incidents will not normally be capable of being investigated but will form part of a programme of gathering community information and intelligence.

- 2.5 If a victim is uneasy about contact with the police, following the initial notification process, the Personal Safety Worker may facilitate the encounter by providing support and where possible, facilities, suitable for a statement to be obtained.
- 2.6 As the police investigation develops, the Personal Safety Worker will continue to provide support and assistance to the victim(s) as necessary and if possible. The Personal Safety Worker will also provide the investigating police officer with any additional relevant information which comes to their attention.

3 Agreed responsibilities and actions of members of police force

- 3.1 When the Police Liaison Officer (and switchboard) receives an ugly mugs report from the support project, they will assess it. If the victim is willing to meet with the police, this will be arranged through the Divisional or Sub-Divisional Crime Manager. The Reporting/ Investigating Officer will ensure that contact is made with the support project as well as the victim and that any other relevant information available is shared within the confines of the limitations imposed by the Data Protection Act.
- 3.2 The Investigating Officer will collaborate with the Personal Safety Worker in arranging where and when to interview the victim(s) in order that this is not delayed unnecessarily, and that circumstances are such that the victim(s) will feel comfortable about providing information. This may involve the Personal Safety Worker being present with the victim(s) at the interview.
- 3.3 The Investigating Officer will maintain contact with the victim(s) and regularly update them about the progress of the investigation. They will also ensure that the Personal Safety Worker receives suitable and regular updates. While investigations may take time, the Investigating Officer will ensure that interim updates are provided regularly.
- 3.4 If a victim does not wish to be identified, the information contained in the ugly mug intelligence only form will be noted by the Police Liaison Officer and forwarded to the relevant crime manager, who will arrange for information to be passed on to the Local Intelligence Officer (LIO). If appropriate, details of the incident will also be passed to the relevant Divisional or Sub-Divisional Commander.

4 Review

- 4.1 The joint working protocol will be reviewed every 12 months from the date of its inception by the parties below.

Signed _____

Date _____

Senior Police Officer

Signed _____

Date _____

Support Project Manager

Signed _____

Date _____

Police Liaison Officer

Signed _____

Date _____

Personal Safety Worker/Project Worker

APPENDIX 5

Sexual assault checklist

What to do after rape or sexual assault

Acknowledge the victim's courage in telling someone and let them know that:

- Rape and sexual assault are against the law. Many women and men are unaware of their legal rights and what is/is not a sexual offence. This also applies to uncertainty about what constitutes consent
- They are not to blame. Sexual violence happens to all kinds of people and self-blame can impact on a victim's ability to seek justice or heal
- They may be at risk and they have the right to be safe
- The violence is NOT their fault and they should not be held responsible because of their lifestyle choices
- They have the right to talk about it

Forensic examinations

A forensic examination is useful up to 7-10 days after the assault. However, it should ideally be carried out as soon as possible (within 72 hours).

Prepare the victim for the examination and statement taking as these are likely to be gruelling and lengthy. The questions asked may seem irrelevant and intrusive but those helping and investigating need as much information as possible.

Ensure the victim's needs and requirements are priority, and that they are aware of what is going on at all stages.

To ensure the best evidence, ideally, the victim should avoid:

- Going to the toilet
- Eating
- Drinking
- Smoking
- Bathing, showering or washing
- Changing their clothes
- Taking any medication that is not essential
- Removing their jewellery

This can be distressing for victims who are likely to want to wash and change and have a cup of tea. If they have already done any of the above, they can still be examined. Any clothes that they take off should be put into a clean bag. If they must wash, they should wipe the area with a dry tissue first, and keep the tissue in a sealed bag.

It is good for victims to have a clean change of clothes (their own if possible) and toiletries for showering after the examination. Some Sexual Assault Referral Centres (SARCs) provide these.

Practical care in the aftermath of rape and sexual assault

The victim should make their own decisions.

Workers have a duty to let victims know what options are available, and then help them to access the relevant services.

Firstly, encourage the victim to report to the police. If they agree, do that immediately.

Make your client aware that if they do not want to press charges they can still attend a specialist investigations unit and have the forensic evidence gathered and preserved. If they change their mind and decide to press charges at a later date the evidence will be available.

If you are in a Sexual Assault Referral Centre (SARC) area, this should be your second point of call. SARCs are 'one stop shops' for victims of rape and sexual assault.

Victims can receive a range of services in a single location such as medical care, police interventions, support from a crisis worker, access to post exposure prophylaxis (PEP), GUM care and emergency contraception. They can choose the gender of the doctor who examines them. If the victim chooses not to report to the police, they can still access a SARC and have use of all the facilities without police involvement.

If you are not in a SARC area (currently in England and Wales):

- Report to the police, depending on your client's wishes
- Signpost to medical intervention
- Signpost to sexual health and/or family planning clinic
- Signpost/refer to services for emotional support/counselling
- Signpost to Rape Crisis or other appropriate local services

If none of the above actions are required or agreed to by your client, the project worker, independent sexual violence adviser (ISVA) or safety worker should record details of the disclosure within a confidential system. Give your client options for the future.

Remember that if you discuss details of a specific incident with your client, this may be admissible as evidence in court (as is any case file). You need to decide what impact this may have on the case and be meticulous in how you record any information you are given.

Supporting your client to report to police and through court

When supporting a victim of crime to report to the police, there are certain issues to consider.

- If you are the first person to whom the victim has spoken, you become a material witness. It is highly likely, in the event of a criminal trial, that you will be called to court as a witness. Under Section 116 of the Criminal Justice Act (2003), first accounts and descriptions will be used as evidence. This came about due to a case of severe witness intimidation in 2006 which set a legal precedent when the 'Hearsay Rule' was used in a case. It can be used if the witness is unavailable due to 'fear of death or injury or financial loss'. If the victim is in distress or too intimidated or afraid to give evidence, the witness who takes the first statement (i.e. the project worker) can give the evidence instead. However, if you take the first statement (the ugly mug/dodgy punter report) you should ideally disengage from the victim to preserve 'best evidence' practice. To preserve 'best evidence', the person taking the initial report should not support the victim

through the criminal justice system. It is important to remember that the victim can be warranted to attend court and to inform them of this.

- Given this, you should obtain a full description of the offender, taking into account the visibility, length of time in person's presence and lighting at the time of incident
- Verbal comments made by offender should be recorded verbatim
- You should complete an ugly mug report. Full details of incident and offender should be recorded, the more detail the better
- All notes made at the time of first disclosure become documentary evidence
- Direct the victim to seek medical treatment/sample taking as soon as possible
- Consider photographic evidence to record injuries, marks, scars and bruising. Consider repeating this after a few days to record further marks or bruising that might appear as the injuries repair and heal. Speak to a project that has a visual evidence scheme. For more information contact UK NSWP
- Let the victim know how important it is to report the incident to the police as soon as possible so they can gather evidence and pursue intelligence
- Consider and explain the video interviewing method of statement taking and options available to the clients
- Discuss 'special measures' (see next page) with client and if required, apply for them now. Ensure you check periodically that these have been granted. Turning up in court and finding special measures are not available can cause a case to collapse if a victim does not wish to give evidence through fear of facing the perpetrator
- Consider the surroundings used during the video/statement taking
- Make the victim aware of the identification parade procedure and the importance of attending. Give assistance when the victim attends identification parades
- Keep in contact with the police officer dealing with the case and the victim. Project workers can act as a bridge for getting information to victims
- Keep the police officer aware of any change of address, contact details or anything that might prevent the victim attending parades, meetings or court
- Tell the police officer about any changes that might affect the outcome of the case
- Visit the court with the victim before the trial. Explain the process and what is likely to happen at court. Walk the victim through the court and explain the different areas; where people will be on the day; and their roles
- Explain that if another project worker is in the court as a witness, neither you nor the victim will not be able to speak to them. By law, they are not allowed to discuss the case
- Make the victim aware of the delays of court cases and at court

- Make the victim aware of the 'special measures' available at court hearings. The Youth Justice and Criminal Evidence Act 1999 makes 'special measures' available to 'vulnerable and intimidated witnesses with the agreement of the court'. These range from screens to live video links. Section 23 applies to screens and Section 24 applies to live video link. Projects, as advocates, could present the argument to the court that any victim of rape or sexual assault is a 'vulnerable or intimidated witness' under the terms of the Act and therefore entitled to special measures. The most pertinent part of the Act for our clients is Section 41 which places 'restrictions on evidence and questions about a complainant's sexual behaviour'. Sections 34 and 35 may also be useful as they offer 'mandatory protection of a witness from cross-examination by the accused person'
- Request that the prosecution speaks with the victim to keep them aware of the current position of the case

After the court case

- Request that the prosecution speaks to the victim after the case to answer any questions
- Ensure that adequate measures for aftercare have been put in place both for the client and staff
- Consider follow up meetings with the victim to discuss best practice for the future, and highlight faults and successes
- Consider broadcasting successful convictions in ugly mug/dodgy punter briefings and newsletters to encourage others to proceed with complaints. The sex worker might be willing to contribute to the newsletter

Further information

Youth Justice & Criminal Evidence Act, 1999, Part 11. *Giving Evidence or Information for the Purposes of Criminal Proceedings and Special Measures Directions in Cases of Vulnerable and Intimidated Witnesses*

Home Office, Department of Health, The National Assembly for Wales & CPS, 2001.

Achieving Best Evidence in Criminal Proceedings: Guidance for Vulnerable or Intimidated Witnesses including Children.

Home Office. (Reprinted by Office for Criminal Justice Reform, 2006)

Vulnerable Witnesses (Scotland) Act 2004

The Stationery Office Limited, HMSO