

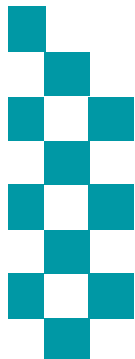
Corporate Performance, Delivery & Scrutiny Board



Supporting Victims: Services to support North Yorkshire victims
after crime

September 2015

Jenni Newberry, Head of Commissioning & Partnership

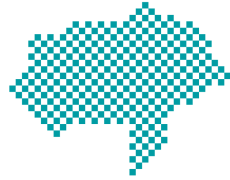


**BE SAFE
FEEL SAFE**



Supporting Victims (SV): Quarter 1, April-June 2015/16

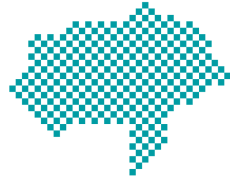
- **5,447 = Referrals to SV team:**
 - **5,407** via NYP Daily List (4,238 – compared with Q1 14/15)
 - **32** Self (25)
 - **8** Other agency (13)
- **187 = non conversion of Referrals to Cases (3,136):**
 - **84** due to data quality (155)
- **5,221 = Cases** where contact information available (2,190) including:
 - **173** Transferred in (196)
 - **502** Transferred out (198)
- **696 = victims with Enhanced Entitlements (382)** including:
 - **344** Vulnerable (95)
 - **22** Repeat / persistently targeted (12)
 - **22** Domestic (76)
 - **52** Hate (36)



Supporting Victims (SV): Quarter 1, April-June 2015

Cases:

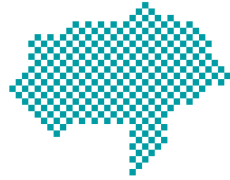
- **Direct Contact (DC):** successful telephone contact made = **769** (660)
- **Indirect Contact (IC):** letter = **3,762** sent to victims, so they can opt into service:
 - **IC:** contact by letter, no calls made = **3,113** (773)
 - **IC:** calls unsuccessful = **649** (521)
- **7** = initial contact made in person (0)
- **Direct Contact (DC):** Basic needs assessment conducted by phone = **1,026** (702) including:
 - **DC:** No needs identified (case closed) = **639** (443)
 - **DC:** Needs identified, offered practical & emotional support by phone (case closed or referred on) = **280** (172)
 - **DC:** Needs identified, referred to specialist support service (may have received above) = **178** (155)



Supporting Victims (SV): Quarter 1, April-June 2015

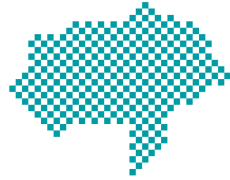
Identified needs through basic assessment over the phone:

- Practical support = **323** (58%)
- Emotional support = **200** (36%)
- Onward referral support needs (not counselling or advocacy) = **12** (2%)
- Follow up call requested = **10** (2%)
- Counselling = **10** (1%)
- Advocacy = **10** (1%)



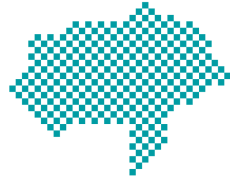
Specialist Support Services: Outcome Measurement

- Victims initial **Risk & Need Assessment** is framed around **8 Categories of Need** established by **MOJ** in the **Victims' Services Commissioning Framework**:
 1. Mental & physical health
 2. Shelter & accommodation
 3. Family, friends & children
 4. Education, skills & employment
 5. Drugs & alcohol
 6. Finance & benefits
 7. Outlook & attitudes
 8. Social interactions
- Victims self report level of need (0 = High Need / 10 = Low Need) against each category at support service entry, regularly during delivery and at exit to measure cope & recovery progress
- **Cope & Recover (Support) Plans** capture above & are developed to:
 - ensure individual needs are met through tailored support
 - document an individual's 'journey' towards full recovery



All Provider Outputs – October 2014 to June 2015

- **988 Referrals, 667 Engaged** - 68% conversion rate
- **499 Initial Needs Assessments** completed with engaged victims (75%)
- **424 Cope & Recover (Support) Plans** agreed (85%) following initial assessment
- **149 Reviews of Needs** completed (30%)
- **183 Cases Closed, 80 as Planned Exits** from service (44%)
- **77 Exit Strategies** agreed (96%) for planned exits



All Provider Outcomes – October 2014 to June 2015

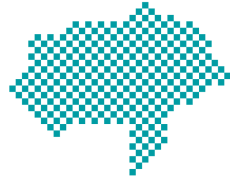
Greatest improvements seen in 4 Categories of Need:

- **Shelter & accommodation**
 - **19%** Severe to Moderate Need (1-4) at Engagement, reduced to **7%** with Moderate Need (3-4) & **no-one** with Severe Need (1-2) at Planned Exit
- **Education, skills & employment**
 - **19%** Severe to Moderate Need (1-4) at Engagement, reduced to **7%** Moderate Need (3-4) & **no-one** with Severe Need (1-2) at Planned Exit
- **Outlook & attitudes**
 - **35%** Severe to Moderate Need (1-4) at Engagement, reduced to **5%** with Moderate Need (3-4) & **no-one** with Severe Need (1-2) at Planned Exit
- **Also significant improvements seen across remaining 5 Categories of Need**



IDVA / ISVA Outputs – October 2014 to June 2015

- **685 Referrals, 459 IDVA & 226 ISVA**
- **473 Engaged** - 69% conversion rate, 297 IDVA (65%) & 176 ISVA (78%)
- **326 Full Needs Assessments** completed with engaged victims (69%), 174 IDVA (59%) & 152 ISVA (86%)
- **274 Cope & Recovery Plans** agreed (84%) following Full Assessment, 140 IDVA (80%) & 134 ISVA (88%)
- **103 Reviews of Needs (32%)**, 47 IDVA (27%) & 56 ISVA (37%)
- **106 Cases Closed**, 65 IDVA & 43 ISVA
 - **47 as Planned Exits** (44%), 26 IDVA (40%) & 21 ISVA (49%)
 - **47 Exit Strategies** agreed (100%) for planned exits, 26 IDVA (100%) & 21 ISVA (100%)



IDVA / ISVA Outcomes – October 2014 to June 2015

Significant reductions achieved across all 8 Categories of Need, most notably:

- **Education, skills & employment**

- IDVA: **15%** Severe to Moderate Need (1-4) at Engagement, **no-one** Severe or Moderate Need at Planned Exit
- ISVA: **26%** Severe to Moderate Need (1-4) at Engagement, **no-one** Severe or Moderate Need at Planned Exit

IDVA service achieved significant reductions in need in 4 other Categories, with no-one with Severe or Moderate Need at Planned Exit:

- **Mental & physical health**

- **28%** Severe to Moderate Need (1-4) at Engagement, **no-one** at Planned Exit

- **Drugs & alcohol**

- **13%** Severe to Moderate Need (1-4) at Engagement, **no-one** at Planned Exit

- **Finance & benefits**

- **15%** Severe to Moderate Need (1-4) at Engagement, **no-one** at Planned Exit

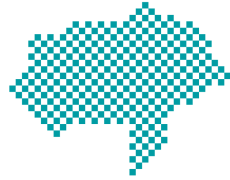
- **Outlook & attitudes**

- **10%** Severe to Moderate Need (1-4) at Engagement, **no-one** at Planned Exit



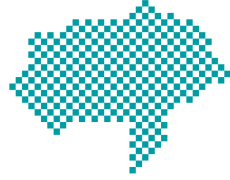
Counselling Outputs – October 2014 to June 2015

- **206 Referrals: 88 Aegis, 46 CC, 24 TS & 48 VS**
- **150 Engaged** - 73% conversion rate:
 - 64 Aegis (73%), 40 CC (100%), 16 TS (67%) & 30 VS (63%)
- **135 Initial Needs Assessments** completed with engaged victims (90%):
 - 64 Aegis (100%), 40 CC (100%), 13 TS (81%) & 18 VS (60%)
- **116 Cope & Recovery Plans** agreed following Initial Assessment (86%):
 - 55 Aegis (86%), 30 CC (75%), 13 TS (100%) & 18 VS (100%)
- **38 Reviews of Needs** (28%):
 - 21 Aegis (33%), 12 CC (30%), 5 TS (31%) & 0 VS (0%)
- **59 Cases Closed:** 18 Aegis + 26 CC + 4 TS + 11 VS:
 - **27 as Planned Exits** (46%): 14 Aegis (78%), 9 CC (35%), 1 TS (25%) & 3 VS (27%)
- **26 Exit Strategies** agreed (96%) for planned exists:
 - 14 Aegis (100%), 7 CC (78%), 1 TS (100%) & 3 VS (100%)



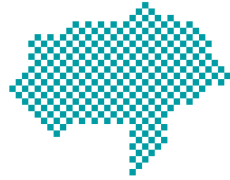
Counselling Outcomes – October 2014 to June 2015

- **Mental & physical health**
 - 65% Severe to Moderate Need (1-4) at Engagement, reduced to **10%** on exit
- **Education, skills & employment**
 - 22% Severe to Moderate Need (1-4) at Engagement, reduced to 7% on exit
- **Social interactions**
 - 45% Severe to Moderate Need (1-4) at Engagement, reduced to 3% on exit



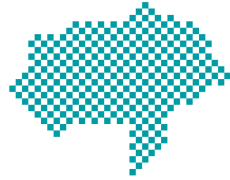
IVA Outputs – October 2014 to June 2015

- **131 Referrals**
- **33 Engaged** - 25% conversion rate
- **9 Full Needs Assessments** completed with engaged victims (27%)
- **8 Cope & Recovery Plans** agreed (89%) following Full Assessment
- **5 Reviews of Needs** (56%)
- **20 Cases Closed, 3 Planned Exits** (15%)
- **3 Exit Strategies** agreed (100%) for planned exits



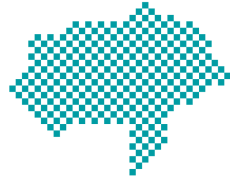
IVA Outcomes – October 2014 to June 2015

- **Finance & benefits**
 - **45%** Severe to Moderate Need (1-4) at Engagement, **no-one** Severe or Moderate Need at Review stage
- **Social interactions**
 - **28%** Severe Need (1-2) at Engagement, **no-one** Severe or Moderate Need at Review stage
- **Shelter & accommodation**
 - **71%** Severe to Moderate Need (1-4) at Engagement, reduced to **20%** at Review stage
- **Education, skills & employment**
 - **70%** Severe to Moderate Need (1-5) at Engagement, reduced to **20%** at Review stage



Restorative Justice (RJ) Outputs – October 2014 to June 2015

- **57 Referrals**
- **38 Agreed to participate in the service (66%)**
- **37 Initial Need Assessments** completed with engaged victims (97%)*
- **37 Cope & Recovery Plans** agreed following Initial Assessment (100%)
- **4 Reviews of Needs (11%)**
- **6 VOCs held & 3 Indirect Communications** facilitated (24%)^
- **7 Outcome Agreements** between Victim & Offender (78%)
- **7 Planned Exits (78%)**-
- **8 Exit Strategies** agreed (114%) for planned exits°



RJ Outcomes – October 2014 to June 2015

Significant improvements seen across all 8 Categories of Need, particularly:

- **Mental & physical health**
 - 30% Severe to Moderate Need (1-4) at Engagement, **no-one** at Planned Exit
- **Family, friends & children**
 - 29% Severe to Moderate Need (1-4) at Engagement, **no-one** at Planned Exit
- **Outlook & attitudes**
 - 28% Severe to Moderate Need (1-4) at Engagement, **non-one** at Planned Exit