

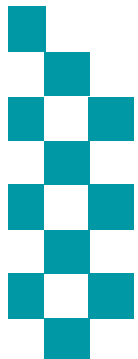
# Corporate Performance, Delivery & Scrutiny Board



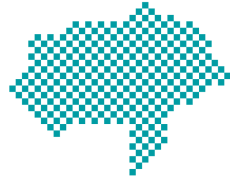
**Supporting Victims:** Support Services for North Yorkshire Victims  
after Crime

**August 2016**

Jenni Newberry, Head of Commissioning & Partnership



**BE SAFE  
FEEL SAFE**



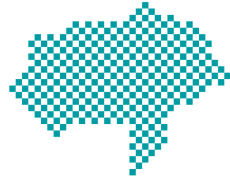
**Supporting Victims (SV) = central telephone based needs assessment; immediate emotional/practical support; & onward referral to specialist support service for all North Yorkshire crime victims:**

- Live 1<sup>st</sup> April 2015 – contracted out to Victim Support (VS)
- Service reviewed Oct. 2015 – Police and Crime Commissioner (PCC) decision to take service in-house
- 1<sup>st</sup> Aug. 2016 – Transfer of Undertakings [Protection of Employment] (TUPE) process completed bringing team in-house
- Original SV team = 4 x Victim Care Co-ordinators (VCC) based at Athena House, York
- SV team increased following review to 5 x 0.8 Full Time Equivalent (FTE) VCC and 1 x FTE Team Leader Jan. 2016



## Supporting Victims (SV): Q1 2016/17

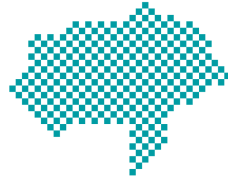
- **5,661 = Referrals to SV team:**
  - **5,491** via NYP Daily List (5,390 compared with Q1 15/16)
  - **40** Self-referrals (37)
  - **130** Other agency referrals (7)
- **39 = non conversion of Referrals to Cases (198):**
  - **39** due to data quality (62)
- **5,622 = Cases** where contact information available (5,202) including:
  - **60** Transferred in (243)
  - **489** Transferred out (535)
- **1,526 = victims with Enhanced Entitlements (669)** including:
  - **767** Vulnerable (473)
  - **590** Repeat (21)
  - **11** Domestic (24)
  - **32** Hate (46)



## Supporting Victims (SV): Q1 2016/17

### Cases:

- **Direct Contact (DC):** successful telephone contact made = **1,501** (776)
- **Indirect Contact (IC):** letter = **3,418** (3,755) sent to victims, so can opt in:
  - **IC:** contact by letter, no calls made = **2,627** (3,110)
  - **IC:** calls unsuccessful = **350** (638)
- **0** = initial contact made in person (7)
- **Direct Contact (DC):** Basic needs assessment conducted by phone = **1,629** (1,036) including:
  - **DC:** No needs identified (case closed) = **1,063** (645)
  - **DC:** Needs identified, offered practical & emotional support by phone (case closed or referred on) = **426** (281)
  - **DC:** Needs identified, referred to specialist support service (may have received above) = **134** (183)



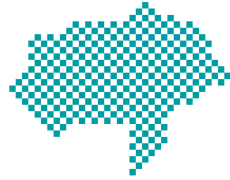
## Supporting Victims (SV): Q1 2016/17

### Identified needs through basic assessment over the phone:

- Practical support = **344** (323)
- Emotional support = **142** (200)
- Onward referral support needs (not counselling or advocacy) = **18** (12)
- Follow up call requested = **0** (10)
- Counselling = **3** (5)
- Advocacy = **35** (5)

### ■ Category of Needs identified (may have more than 1 per case):

- Mental Health = **308**
- Physical Health = 192
- Accommodation = **215**
- Family & Friends = **254**
- Education & Employment = 120
- Outlook & Attitude = **403**
- Drugs / Alcohol / Harmful = 36
- Finance & Benefits = 59
- Social Interaction = 171



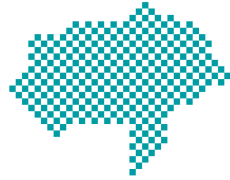
## Independent Domestic / Sexual Violence Advisor (IDVA / ISVA) service

- **Provider:** Independent Domestic Abuse Services (IDAS)
- **Length:** Original contract Oct. 14 to Mar. 16 (18 months) extended to Mar. 17 (2 ½ years)
- **Value:** Actual £150k 14/15; Actual £318k 15/16; Budget £410k 16/17 = Total £878k
- **Volume:** Actual 419 14/15; Actual 300 15/16; Projected 424 16/17 = Total 1,143 victims
- **Service:** 14 FTE IDVA/ISVA staff (originally 4.3, increased to 10 Oct. 14, increased to 12 Oct. 15, increased to 14 July 16) supporting:
  - Medium & High Risk Domestic Abuse victims plus Standard Risk police only referrals from Jul. 16 & all Sexual Abuse victims
  - Single point of contact offering practical & emotional support from point of crime throughout Criminal Justice process & beyond
- **Referrals:** via Domestic Abuse Coordinators or self-referrals (i.e. non-police) via Sexual Assault Referral Centre (SARC) or direct to IDAS



## Independent Victim Adviser (IVA) service

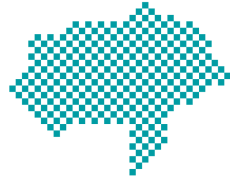
- **Provider:** Victim Support
- **Length:** Originally Oct. 14 to Mar. 16 – 18 months; new contract 2016/17
- **Value:** Actual £12.5k 14/15; Actual £72k 15/16 = Total £84.5k; new contract Budget £231,501
- **Volume:** Actual 14/15 = 25; Actual 15/16 = 75 = Total = 100
- **Service:** Single point of contact practical & emotional support from point of crime throughout the criminal justice process and beyond to enhanced entitlement victims under the code of practice for victims of crime (excluding sexual & domestic victims):
  - most serious
  - persistently targeted
  - vulnerable or intimidated4 x FTE IVA Case Managers (previously 2) plus 30 Volunteer Case Workers
- **Referrals:** via Supporting Victims in North Yorkshire team



## Counselling service

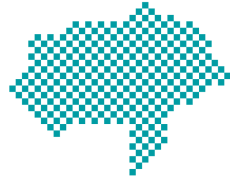
- **Providers:** Victim Support (VS withdrew Mar. 16), Aegis, Community Counselling, St Michaels Hospice: Talking Spaces
- **Length:** Original contracts Oct. 14 to Mar. 16 (18 months) extended to Mar. 17 (2 ½ years)
- **Value:** Actual £30.5k 14/15; Actual £45k 15/16; Budget £158k 16/17 = Total £233.5k
- **Volume:** Actual 88 14/15; Actual 304 15/16; Projected 396 2016/17 = Total 788
- **Service:** 10 counselling sessions for enhanced entitlement victims whose recovery journey could be supported through talking therapy
- **Referrals:** via Supporting Victims in North Yorkshire team





## Restorative Justice (RJ) service

- **Context:** PCCs responsibility to make pre-sentence & victim-led RJ available locally; MoJ promote Victim Offender Conferencing (VOC) as preferred method as evidence of success supporting reduced reoffending
- **Provider:** Remedi
- **Length:** Original contract Oct. 14 to Mar. 16 (18 months) extended to Mar. 17 (Total 2 ½ years)
- **Value:** Actual £89k 14/15; Actual £52k 15/16; Budget £127k 16/17 = Total £268k
- **Volume:** Actual 1 VOC 14/15; Actual 33 VOCs 15/16; Projected 16/17 35 VOCs = Total 68 VOC
- **Service:** focus on victim-led & pre-sentence VOC, where victims of crime have the opportunity to meet with the individual who committed a crime against them with the support of an Restorative Justice Practitioner
- **Referrals:** via Remedi staff based in Supporting Victims team



## All Provider Outputs - April 2015 to June 2016 (21 months)

- **2,485 Referrals; 1,214 Engaged** – 49% conversion rate
- **731 Cases Closed; 336 as Planned Exits** from service (46%)

## All Provider Outcomes

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

- **Mental health**
  - **76%** have a Severe to Moderate Need (1-5) at Engagement, reduced to just **28%** at Planned Service Exit **(-48%)**
- **Outlook & attitudes**
  - **62%** have a Severe to Moderate Need (1-5) at Engagement, reduced to just **22%** at Planned Service Exit **(-38%)**



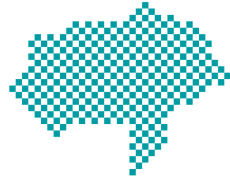
## IDVA/ISVA Outputs - April 2015 to June 2016

- **1,129 Referrals; 406 Engaged – 36% conversion rate**
- **177 Cases Closed; 62 Planned Exits (35%)**

## IDVA/ISVA Outcomes

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

- **Mental Health**
  - **64%** have a Severe to Moderate Need (1-5) at Engagement, reduced to just **10%** at Planned Service Exit **(-54%)**
- **Outlook & attitudes**
  - **56%** have a Severe to Moderate Need (1-5) at Engagement, reduced to just **16%** at Planned Service Exit **(-39%)**



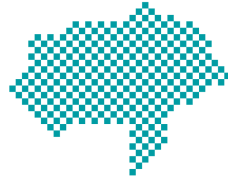
## IVA Outputs - April 2015 to June 2016

- **365 Referrals; 171 Engaged – 47% conversion rate**
- **155 Cases Closed; 29 Planned Exits (19%)**

## IVA Outcomes

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

- **Mental Health**
  - **73%** have a Severe to Moderate Need (1-5) at Engagement, with **no-one** with a Severe to Moderate Need at Planned Service Exit (**-73%**)
- **Social interactions**
  - **74%** have a Severe to Moderate Need (1-5) at Engagement, with **no-one** with a Severe to Moderate Need at Planned Service Exit (**-74%**)



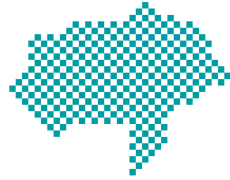
## Counselling Outputs - April 2015 to June 2016

- **885 Referrals: 275 Aegis, 169 Community Counselling (CC), 271 Talking Spaces (TS) & 170 Victim Support (VS)**
- **562 Engaged** - 64% conversion rate:
  - 178 Aegis (65%), 107 CC (63%), 176 TS (65%) & 101 VS (59%)
- **286 Cases Closed: 89 Aegis; 127 CC; 25 TS; 45 VS:**
  - **97 as Planned Exits (34%): 30 Aegis (34%), 32 CC (25%), 16 TS (64%) & 19 VS (42%)**

## Counselling Outcomes

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

- **Mental Health**
  - **85%** have a Severe to Moderate Need (1-5) at Engagement, reduced to just **33%** at Planned Service Exit **(-52%)**
- **Outlook & attitudes**
  - **67%** have a Severe to Moderate Need (1-5) at Engagement, reduced to just **31%** at Planned Service Exit **(-37%)**



## Restorative Justice (RJ) Outputs - April 2015 to June 2016

- **106 Referrals; 75 Agreed to participate in the service (71%)**
- **27 VOCs held (56%); 19 Outcome Agreements** between Victim & Offender (70%)
- **113 Closed Cases; 51 Planned Exits (45%)**

## RJ Outcomes – April 2015 to June 2016

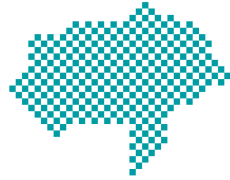
Significant improvements seen across all 8 Categories of Need, notably:

- **Family, friends & children**
  - **31%** have a Severe to Moderate Need (1-4) at Engagement, with **no-one** with a Severe Need & just **6%** with a Moderate Need at Planned Service Exit (**-25%**)
- **Education, skills & employment**
  - **23%** have a Severe to Moderate Need (1-4) at Engagement, with **no-one** with a Severe Need & just **7%** with a Moderate Need at Planned Service Exit (**-26%**)



## Early Intervention Domestic Abuse (DA) service

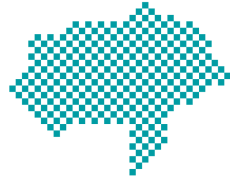
- **Provider:** Independent Domestic Abuse Services (IDAS)
- **Length:** April 16 to Mar. 17 (12 months)
- **Value:** Budget £50k
- **Volume:** Projected 1,800 Standard and Medium Risk Victims
- **Service:** 3 Early Intervention Workers offering:
  - Single point of contact for practical & emotional support from point of incident
  - Where Domestic Abuse Coordinators (DAC) assess as suitable for early intervention following police call outs
- **Referrals:** Initially police only referrals via DACs; developing pathways for cases identified by partners to be sent to DACs for consideration



## Respect Young People's Programme

- **Provider:** Independent Domestic Abuse Services (IDAS)
- **Length:** April 16 to Mar. 17 (12 months)
- **Value:** Budget £75k
- **Volume:** Projected 60-90 families
- **Service:** 3 Respect Workers delivering:
  - To Young People aged 10-16 who are demonstrating abusive behaviour within the family setting
  - A structured multi-modelled programme delivered on a 1 to 1 basis with supporting group work
  - Support which helps young people change their behaviour and rebuild relationships within their family
- **Referrals:** Police, Social Care, Schools, Youth Offending, Youth Justice, Stronger Families; potentially suitable young people identified by partners jointly assessed by North Yorkshire Police & IDAS





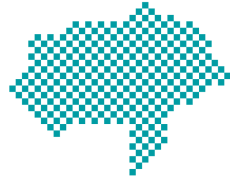
## Targeted Child Sexual Exploitation (CSE) support service

- **Provider:** Children's Society
- **Length:** Aug. 16 to July 17 (12 months)
- **Value:** Budget £50k
- **Volume:** approx. 30 young people
- **Service:** 2 x 0.54 & 1 x 0.4 FTE geographically located:
  - Harrogate & Craven worker; Hambleton & Richmondshire worker; Peripatetic outreach worker across all other areas

Single Point of Contact to help young people recognise themselves as victims, increase resilience & make informed choices to lower risk & prevent escalation

Young People up to the age of 17 assessed as:

- Standard risk throughout North Yorkshire & York; Medium & High Risk Hambleton, Richmondshire & Craven; & 'online only' exploitation
- **Referrals:** NYP Vulnerability Assessment Team (VAT) & members of Vulnerable, Exploited, Missing or Trafficked (VEMT) Team plus York equiv.



- **Parent Liaison service for CSE victims**
- **Provider:** Parents Against Child Sexual Exploitation (PACE)
- **Length:** Approx. start Oct. 16 for 12 months
- **Value:** Budget £30k
- **Volume:** Intensive Support to a minimum of 30 families affected by CSE
  - plus Awareness Raising to 200 non-affected parents; &
  - training to 100 local practitioners
- **Service:** 0.6 FTE Parent Liaison Officer offering:
  - Single Point of Contact to provide 1 to 1 support for parents whose children have been sexually exploited
  - An intermediary between statutory agencies & families affected
- **Referrals:** NYP Vulnerability Assessment Team (VAT) & members of Vulnerable, Exploited, Missing or Trafficked (VEMT) Team plus York equiv. & self referrals