

Corporate Performance, Delivery & Scrutiny Board

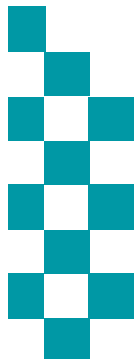


Priority 4: Improve Victim Care

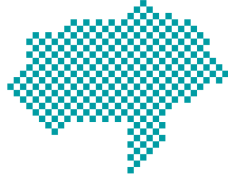
August 2016

Jenni Newberry, Head of Commissioning & Partnership

Leanne McConnell, Head of Criminal Justice



BE SAFE
FEEL SAFE



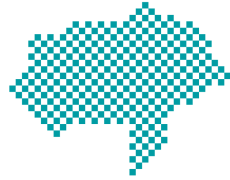
Deliverable 1



Develop and implement services that support the victims journey

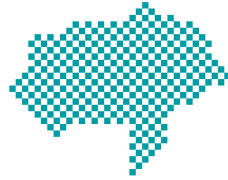
Supporting Projects:

1. Implement Supporting Victims in North Yorkshire – ‘one stop shop’ for access to information and support
7. Integrate Witness Care with the Supporting Victims Unit
8. Integrate key partners with Supporting Victims e.g. Citizens Advice
12. Develop and agree an approach to maximise the use of technology to support the victim journey



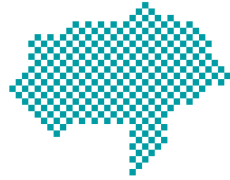
Integrating Supporting Victims (SV), Witness Care Unit (WCU) & other key agencies:

- 1st August 2016 SV team TUPE'D from Victim Support to North Yorkshire Police (NYP)
- SV team, WCU, Remedi & IDAS co-located enabling integration & joint working; Citizens Advice, Witness Service (CAWS) co-location agreed and further services considered for co-location / agile working
- Multi-agency workshops including SV, WCU, CAWS identified areas to streamline victim processes:
 - Needs Assessment
 - Information Sharing
 - Special Measures early identification & recording
 - Victim Personal Statements maximising uptake
 - Specialist support services improved knowledge
- Head of Commissioning & Head of Criminal Justice developing integration proposal to take to Executive Group (EG) September 2016



Use of technology to support victim journey:

- **Supporting Victims website** – regular review to maintain relevance/accuracy
- **National victim website, Victims' Information Service** – if North Yorkshire victims access they are automatically transferred to Supporting Victims
- **New NYP website** – launched with victim focused content; victim reference on each page, could be more visible
- **Information for Victims of Crime Booklet (IfVoCB)**– developed & launched April, consolidates victim collateral, including Victim Contact Agreement; officers engaged; next: monitor & report re. Victims Code compliance
- **Live Links** – video conferencing for witnesses to give evidence at court remotely; resourcing opportunities being explored to support solution development & implementation
- **Track My Crime** – functionality within NICHE; gives victims remote access to information on their reported crime; module now available for implementation; next: proposal to be taken to EG September 2016

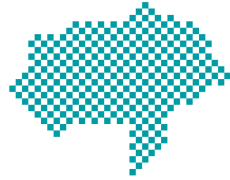


Deliverable 2

Deliver Restorative Justice that meets the needs of the victim

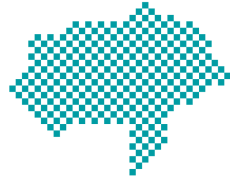
Supporting Projects:

3. Develop an approach to embedding Restorative Practice across North Yorkshire
10. Review and agree a cultural change approach to 'getting it right first time for victims' re: College of Policing, Code of Ethics – speeding up justice
13. Develop & agree a force wide coordinated approach to giving victims a voice in continuous improvement of services across the victim journey



‘Getting it right first time for victims’ – speeding up justice & giving victims a voice in continuous improvement

- **Victim Investigative Journey** – training programme to enhance professional practice & ensure victim centred investigative & case quality process; some aspects already developed & delivered
- **Victim’s Right to Review** – information on Supporting Victims website & in IFVOC booklet, on WCU letters
- **Victim Complaints** - previously developed information re. rights and entitlements and how to complain for SV (& NYP) website and IfVoC Booklet; next: given emerging national change in responsibilities to PCCs need to ensure information is relevant/accurate
- **Victim Personal Statement (VPS)** – Information within IfVoC Booklet; corporate compliance framework developed to measure offer in line with Victims Code; 4 check points: case quality review team, WCU, support services feedback questionnaire, audit process



Deliverable 3

Deliver improved services to victims

Supporting Projects:

6. Develop & implement a measure to assess the extent to which repeat victimisation is tackled through the IDVA and IVA contract specifically in relation to Domestic Abuse, Hate Crime, Other vulnerable victims
11. Develop and agree a force wide coordinated approach to measure victim satisfaction and confidence across the victim journey

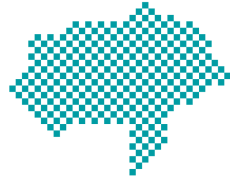


Extent to which repeat victimisation is tackled through support services for Domestic Abuse, Hate Crime, and other vulnerable victims

- **Independent Victim Advisor (IVA) service pilot** – will track repeat victimisation; next: approach to be rolled out to other services

Measuring victim satisfaction & confidence across the victim journey

- **Victim Journey:**
 - Previous local victim journey mapping refreshed to include newly commissioned support services; next: review areas for streamlining
 - Nationally Ministry of Justice submitting previously collated piece of work to Ministers; including North Yorkshire updates & good practice
- **Victim Satisfaction** – on the back of an independent review of support services for victims in 2015 a Feedback Questionnaire has been developed & is being piloted with a dip sample of victims; all victims with email addresses will be given the opportunity to participate



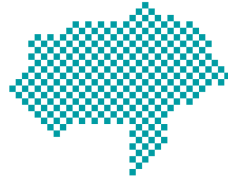
Deliverable 4



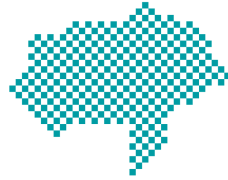
All staff fully engaged and meet the requirements of Victims' Code

Supporting Projects:

2. Develop a compliance methodology for NYP to measure compliance with the Code of Practice for Victims of Crime (Victims' Code)
9. Review & agree an approach to addressing needs within European Directive Articles relating to victims



- **Victims Code updated Nov. 15** – aligned to European Directive Articles requirements from Nov. 15; key changes:
 - **Written acknowledgments** to all crime victims required following police report; **Expanded categories** beyond National Crime Recording Standards e.g. bringing driving offences into scope; **Victims Right to Review** code entitlement; and Access to **Interpreter / Translation** services code entitlement
- **Internal Audit** – re. operational compliance with Victims Code; 5 recommendations:
 - Dip sampling compliance; Victim Contact Agreement consistent use; More than one method of victim contact to be obtained; Ensure Niche documents details of victim contact & information provided; and Review onward referral process & recording re. support & safeguarding
- Following internal audit, audit & compliance dept. conducted reality check with staff & officers & recommendations made – action plan created
- Resource constraints in relation to addressing recommendations re. business/change analyst & business as usual resource as per Head of Criminal Justice resource request

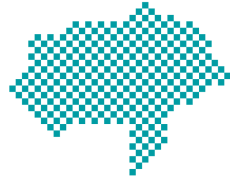


Deliverable 5

Demonstrate improvements in transparency and use of non-court based disposals

Supporting Projects:

4. Embed the learning from the Out of Court Disposals Panel within NYP policies and procedures & workforce practice
5. Develop & implement a measure to assess the accessibility & responsiveness of Community Trigger



- **Out of Court Disposals Scrutiny Panel:**
 - to scrutinise compliance with national guidance re. out of court disposal decisions including community resolution disposals, cautions, conditional cautions
 - Independent chair, multi-agency members (including 2 Magistrates)
 - Quarterly panels held, reflective learning feedback loop to officers / staff
 - Victim representation agreed; 2 members of public representing victims; have attended their first panel
 - Panel themes & outputs published & in public domain via Annual Report on PCC website; positive review with recommendations re. victim info. sharing
- **Community Trigger implemented Oct. 14**
 - Managed via local delivery teams under Community Safety Partnerships
 - Data set / evaluation being undertaken
 - 5 triggers instigated; 1 Ryedale, 1 Harrogate, 3 York