

# Corporate Performance, Delivery & Scrutiny Board

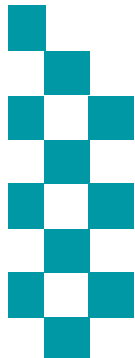


## Priority 4: Improve Victim Care

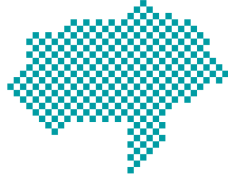
August 2015

Jenni Newberry, Head of Commissioning & Partnership

Leanne McConnell, Head of Criminal Justice



**BE SAFE**  
**FEEL SAFE**



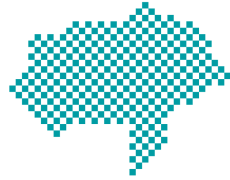
## Deliverable 1



**Develop and implement services that support the victims journey**

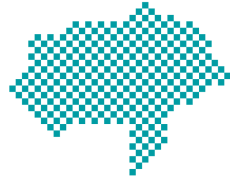
### Supporting Projects:

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



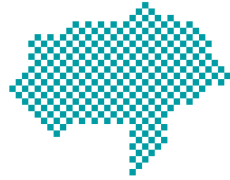
## Integrating Supporting Victims (SV), Witness Care Unit (WCU) & other key agencies:

- SV team, WCU & Remedi **co-located** encouraging & enabling integration
- Citizens Advice, Witness Service (CAWS) co-location agreed
- Further services considered for co-location e.g. IDAS
- **Multi-agency workshop** 20/07/15 (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



### Use of technology to support victim journey:

- **New NYP website** launch due Nov. '15 with victim focused content
- **Victim Information Toolkit** in development for officers, consolidating victim collateral, including Victim Contact Agreement
- **Code of Practice for Victims of Crime (Victims Code) App** in development
- **Live Links** proposal to support video conferencing for witnesses to give evidence at court remotely being developed for Executive consideration
- **Track My Crime** functionality within police case management system (Niche), which gives victims remote access to information on their reported crime, being developed nationally expected Sept. '15 for local consideration

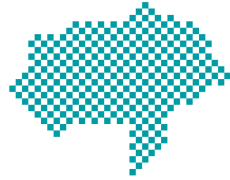


## Deliverable 2

**Deliver Restorative Justice that meets the needs of the victim**

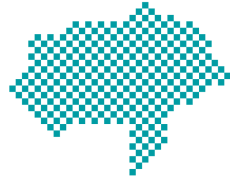
### Supporting Projects:

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



## Restorative Justice (RJ) commissioned support service:

- **Remedi** to deliver up to 95 Victim Offender Conferences (VOC) & 95 indirect RJ interventions
- **VOC** = crime victim opportunity to attend facilitated (RJ Practitioner) meeting with offender
- **Indirect RJ** = crime victim opportunity to communicate with offender via RJ Practitioner e.g. letter
- **Referrals** via Supporting Victims team, Community Rehabilitation Company, National Probation Service
- Multi-agency **Restorative Justice Board** formed to develop increased awareness of RJ & referrals into Remedi & bring together key agencies in developing restorative good practice

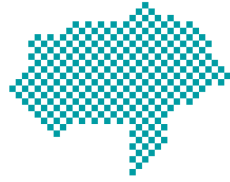


- Focused RJ service at end of criminal justice process, post sentence
- Lower victim take up than anticipated
- To date:
  - 42 referrals, 36 victims engaged, 31 initial needs assessments, 28 cope & recovery plans
  - 2 VOCs & 1 indirect RJ intervention, 3 outcome agreements completed
- To support more victims to consider RJ service:
  - expanded eligibility criteria to victims of lower level crimes;
  - exploring RJ offer via out of court disposal routes



- **Victim Investigative Journey** developing programme for supervisor level to enhance professional practice & ensure victim centred investigative & case quality process
- **Complaints Procedure for victims** developed re. support services & providers complaints policies cross referenced with Victims' Code
- **Victim's Right to Review** information on Supporting Victims website
- Developing corporate compliance framework to measure **Victim Personal Statement (VPS)** offer in line with Victims' Code
  - Support services contracts include direction to maximise VPS opportunities
- Considering enhanced **internet feedback tool**



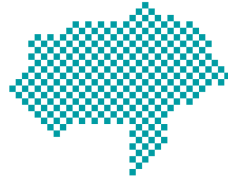


## Deliverable 3

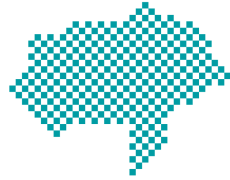
**Deliver improved services to victims**

### 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



- **Piloting approach to track repeat crime** re. domestic abuse victims being supported by Independent Domestic Violence Advisers (IDVA) versus those not taking up the offer
  - 2nd stage pilot planned to review historic victimisation versus reported crime after IDVA support taken up
- Previous **victim journey mapping** being refreshed to include newly commissioned support services
- Research organisation The Buzzz awarded contract to **review 6 specialist commissioned support services** through direct victim & stakeholder contact
- Action plan to be developed to implement remaining key recommendations arising from the **Victim Needs Analysis**, plan to repeat process 2016/17



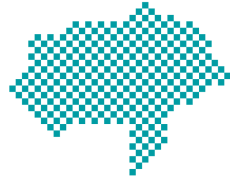
## Deliverable 4



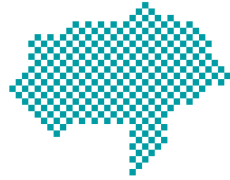
**All staff fully engaged and meet the requirements of Victims' Code**

### 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



- **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
  - Review onward referral process & recording re. support & safeguarding
- **Victims' Code update due 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
  - Access to **Interpreter / Translation** services code entitlement

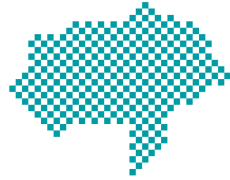


## Deliverable 5

**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 formed:**
  - 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, target volunteer via recruitment process
  - Panel themes & outputs published once data set credible re. reviewed case volume
- **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