

4. Improve Victim Care

Senior Responsible Officers (SRO): Leanne McConnell & Jenni Newberry
Priority Lead Representatives (PLR): Chief Insp Mark Khan & Wendy Green/ Sarah Graham
Date of Update: CPD&SB – 28th July 2015

Outcomes	Deliverables	Progress Report	Exceptions
Victims cope and recover better	Develop and implement services that support the victims journey (1, 3, 7, 8 & 12)	<p>3. Develop an approach to embedding Restorative Practice across North Yorkshire</p> <p>Multi-agency Restorative Justice Board met 29th June. Plans to increase awareness & subsequent referrals into Remedi across key partners underway. Police Community Resolution Disposals (CRD) Procedure refreshed & due for imminent re-launch. Procedure includes a more streamlined recording mechanism & will assist with analysing take up. New NICHE release 6/7/15 will facilitate this. The expansion of RJ options through CRD’s is planned utilising Remedi who are improving awareness of their services across NYP. The Women’s Diversion Scheme was launched as a 6 month pilot on 6/7/15 in Harrogate & Scarborough. This is a tactical multiagency initiative to reduce reoffending through alternative effective interventions such as restorative justice, drug & alcohol programmes.</p> <p>7. Integrate Witness Care with the Supporting Victims Unit</p> <p>Multi agency workshop arranged for 20/07/15 to develop a collaborative approach.</p> <p>12. Develop & agree an approach to maximise the use of technology to support the victim journey</p>	<p>3. VOC take up much lower than Remedi profiled, C&P Mgr. working with provider to maximise outcomes and impact for NYP</p>

		<p>12.1. Track My Crime - being developed through national Niche Minerva Group with Avon & Somerset Police as lead developer. Niche update expected to be released July/August. For review & potential implementation by NYP in the autumn.</p>	
<p>Individuals feel safer and more confident to report to the police, relevant agency or third sector</p>	<p>Deliver restorative justice that meets the needs of the victim (10 & 13)</p>	<p>10. Review & agree a cultural change approach to ‘getting it right first time for victims’ re. College of Policing, Code of Ethics – speeding up justice</p> <p>A Victim Investigative Journey development programme for Sergeant / Supervisor level is being designed for consideration by Executive Board in September. Based around Leadership, Code of Ethics, Policing & Personal Values, Equality & Diversity, & investigative standards. Discussion tabled at LCJB multi agency Victim & Witness Board on 07/07/15 re. updating the victim journey mapping work that was undertaken prior to the implementation of new commissioned support services. It was agreed that JN & LM would now jointly lead on behalf of the Board to update & identify improvements including the streamlining of multi-agency duplication via a working group.</p> <p>13. Develop & agree a force wide coordinated approach to giving victims a voice in continuous improvement of services across the victim journey</p> <p>Work is in progress to design a corporate framework to measure compliance with the Victims Code in relation to the offer of a VPS to a victim at different stages in the victim’s journey. Areas of focus to help facilitate this include: Supporting Victims team / Case Quality Review team / Witness Care Unit. Considerations underway around the development of an enhanced internet feedback tool such as a ‘Help Us to Help You’ survey. Police Victims Right to Review Scheme has been implemented since 1/04/15. NYP have received 3 requests for review to date and following due process 1 case has been returned for further investigations. A 6 month review of</p>	

		effectiveness has been built into proceedings and ongoing awareness raising continues.	
People are safer due to fewer vulnerable and repeat victims of Crime	Deliver improved services to victims (6 & 11)	<p>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</p> <p>In May 2015 the Forces Hate Crime Working Group devised two action plans: The IAG Development Action Plan and The Hate Crime Support and Provision Action Plan. These were developed in response to the Criminal Justice Joint Inspection Review of Disability Hate Crime in May 2015 and build on work that has already been undertaken around Hate Crime. Contract monitoring information collected re. IDVA & IVA services now uploaded into excel workbook which Corporate Performance can access & report on against NICHE data. C&P team to meet with Russell P. (IT) and Peter H. (Corp. Perf.) to discuss how this victim support services information can be aligned to monthly Corp. Perf. data and repeat victimisation. Also exploring use of I-Base to further interrogate information.</p> <p>11. Develop & agree a force wide coordinated approach to measure victim satisfaction & confidence across the victim journey</p> <p>11.1. Repeat VNA survey on an annual basis</p> <p>ITQ out to market for a research provider to review the 6 specialist commissioned support services through direct victim contact, bids due 13th July.</p>	
Communities	All staff fully	1. Develop a compliance methodology for NYP to measure compliance with the Code of Practice	

<p>feel safer by having an accessible and engaged policing workforce</p>	<p>engaged and meet the requirements of any victims codes (2 & 9)</p>	<p>for Victims of Crime</p> <p>02/07/15 - discussion held with West Yorkshire Internal Audit team around their audit findings. Some minor amendments made to the final report and recommendations agreed. The report was very positive overall and there are 5 recommendations for action which will now be progressed. Compliance dip sampling methodology to be developed through the Criminal Justice Case Quality Review Team performance framework.</p> <p>9. Review & agree an approach to addressing needs within European Directive Articles relating to Victims</p> <p>Key stakeholder Police Operational meeting held 6/07/15 and substantive impacts on operations explored. It is anticipated that the Code of Practice for Victims of Crime will be amended in November 2015 aligned to the EDA and key areas of focus will include Police Forces providing written acknowledgments to all victims of crime following initial report to the Police. There is also consideration of expanded categories of circumstances when this is undertaken which go beyond NCRS i.e. Road Traffic Collisions and Non NCRS matters. This would have significant resource impacts which are currently being scoped. Other areas include availability of translation materials, Victim Personal Statements and the implementation of a new victims law.</p>	
<p>Communities feel confident that services are delivered in a robust and</p>	<p>Demonstrate improvements in transparency and use of non-court based</p>	<p>4. Embed the learning from the Out of Court Disposals Panel within NYP policies and procedures & workforce practice</p> <p>Job description for victim/community volunteer representation drawn up and the role will be advertised shortly.</p>	

NOT PROTECTIVELY MARKED

transparent manner	disposals (4 & 5)		
Effective commissioned and partner services	Develop and implement a Commissioning Strategy (14)		

NOT PROTECTIVELY MARKED