

Victims Journey - PFCC

Public Accountability Meeting – February 2022



North Yorkshire Supporting Victims Service

Right 4: Ensuring Victims of Crime are Referred to Support Services

- ‘The Government is committed to ensuring that all victims of crime have access to a broad range of support services, to help them cope with and, as far as possible recover from the effects of crime
- [All P(F)CCs] shall provide or commission dedicated emotional and practical support services for victims of crime (as defined in Article 2(1)(a) of the Victims Directive, that is, including bereaved family members) to help them cope and, as far as possible recover from the effects of crime’



North Yorkshire Supporting Victims Service

Right 4: Ensuring Victims of Crime are Referred to Support Services

Service Aim - To enable victims of crime to **cope** with the impact of crime and **recover** from the harm caused in line with the [Victims Code of Practice](#) (updated Nov 2020) and North Yorkshire [Victim Needs Analysis](#) (2014)

Service Offer - To provide support for anyone affected by **crime, *whether reported to the police or not***, including victims, bereaved relatives, parents or guardians of victims under 18, those under 18 with consent and members of staff where a business has been a victim of crime:

- Over the telephone support, providing **practical** and **emotional** advice and *basic assessment of need* by trained and experienced staff
- Referral with **consent** to **specialist commissioned services** provided through our partners
- **Signpost** to other support organisations as appropriate e.g. Citizens Advice, GP, Major Incident Response Team
- Also provides an **Independent Hate Crime Reporting Centre**



North Yorkshire Supporting Victims Service

Right 4: Ensuring Victims of Crime are Referred to Support Services

Process - Automatic referral of victim details from NICHE (police database) within 24 hours of the crime being recorded, to Supporting Victims:

- **Exception:** domestic & sexual abuse victims referred directly to the specialist commissioned provider as necessary by the NYP Safeguarding Team
- Referrals may be received:
 - Via telephone/email from other agencies e.g. Schools, GPs, Social Care
 - Victims can also self-refer via telephone or via the Supporting Victims Website
- Victims can also report a Hate Crime via telephone or via the online Hate Crime reporting form on the Supporting Victims Website

Prioritisation for Contact:

- **Direct Contact** - victims identified as having **Enhanced Entitlements*/MoJ** crime** will be contacted by phone
- **Indirect Contact** - all other victims contacted by **email** or **letter**[^] to tell them they can opt into the service at any time



North Yorkshire Supporting Victims Service

Right 4: Tailoring Support to Need

When a victim is contacted by the Supporting Victims team:

- They are asked a few questions to find out how they have been affected by the crime to identify appropriate **support**
- They are **listened** to, by Specialist Victim Care Coordinators (VCC) who provide an **independent** and **confidential** ear
- They are offered a range of immediate **practical** and **emotional support** over the phone
- Where additional support needs are identified, they are offered a **basic needs assessment** by the VCC, across **9 categories of need***
- **Consent**** is requested in order that their personal information can be shared with the **specialist commissioned service** and a **Privacy Statement** read out

Specialist commissioned services then use this information to undertake a more in-depth needs assessment with a victim and to create a bespoke **cope and recovery plan** tailored to individual need



North Yorkshire Supporting Victims Service

Right 4: Tailoring Support to Need - Outcomes

Supporting Victims

- **Basic assessment** across the **Categories of Need**
- **Conducted** over the telephone by a **Victim Care Coordinator** (prior to onward referral **to Specialist Commissioned Service**)
- Key points shared with the **Specialist Commissioned Service**

Specialist Commissioned Service

- **In depth initial assessment** on **entry** with a **Specialist Victim Adviser**
- Baseline score across **9 Categories of Need**
- **Cope and Recovery Plan**, developed in line with need
- **Categories of need** re-measured on **exit** from the service
- **Unmet need** – onward referral to appropriate provider/**peer** support

Categories of Need 'how has the crime impacted on a victim's':

- Mental Health
- Physical Health
- Shelter and Accommodation
- Family, Friends and Children
- Education, Skills and Employment
- Drug/Alcohol use
- Finance and Benefits
- Outlook and Attitude
- Social Interaction

Categories of Need Range: 1-10 (10 = 'No need')

Defined in [Victims' Service Commissioning Framework May 2013 \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/2013/05/20/victims-service-commissioning-framework)



North Yorkshire Supporting Victims Service

Right 4: Tailoring Support to Need - Specialist Commissioned Services

Specialist Commissioned Services

3 Independent Victim Adviser services:

- **Domestic Abuse victims – IDVA** service
- **Sexual Violence victims – ISVA** service
- Other priority victims i.e. **Serious Crime, Vulnerable, Young, Persistently Targeted - IVA service** (Hate Crime, Fraud, non-domestic Stalking)

Service Offer:

- Dedicated face to face support in the community from **point of crime, through the criminal justice process and beyond**
- In-depth **needs assessment** on entry to the service including baseline scores across **9 categories of need** scale of 1 to 10
- Re-measured on Exit from the service to determine trajectory of cope and recovery journey and outcomes
- Bespoke Cope and Recovery Plan
- Practical support and provision of Target Hardening where necessary to help victims feel safe within their own homes
- Medium to long-term 1 to 1 emotional and practical support, including support through any police investigation and/or court proceedings
- Victim satisfaction measured at Exit from the service
- Access to peer support networks to enable long-term recovery and assist victims to move on independently
- Onward signposting for any need that is unable to be provided by the service

Counselling service - **immediate, free access** to support long term recovery through talking therapy

Restorative Justice service - opportunity for victims to **communicate with offenders** to help them **understand the impact of their crime**

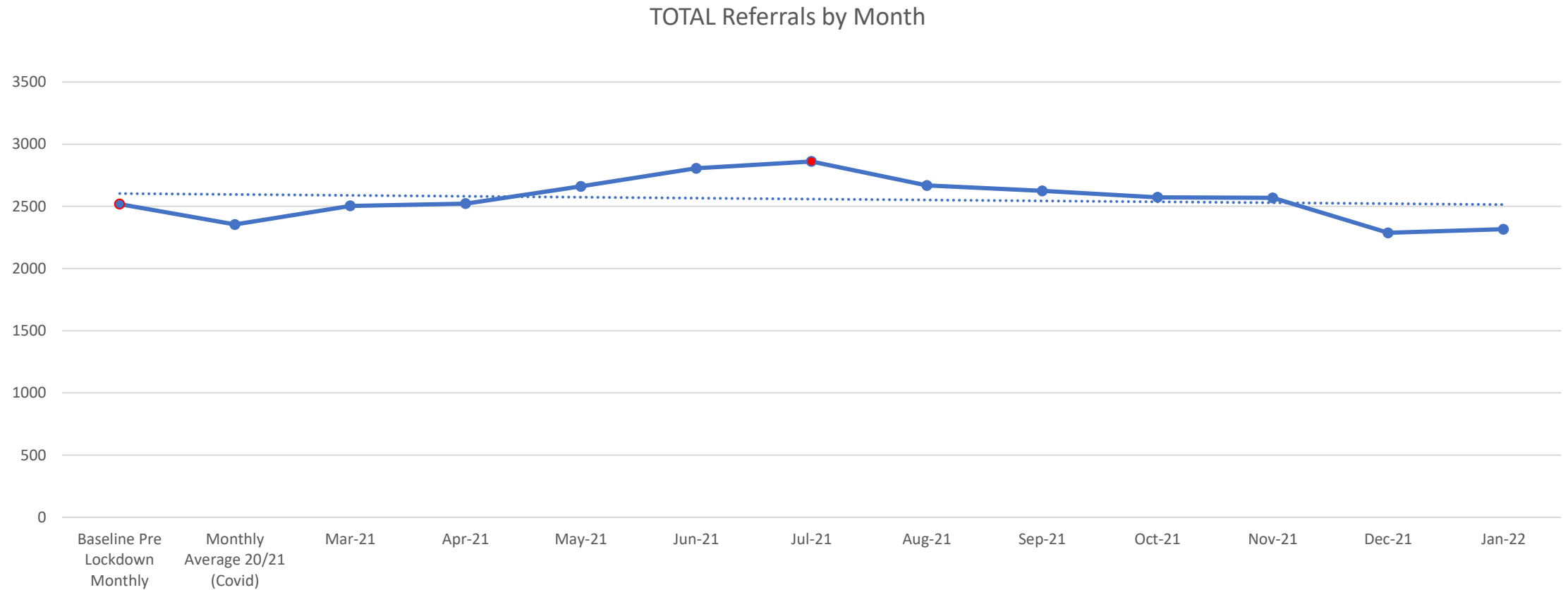


North Yorkshire Supporting Victims Service Contact Details

- Call: 01609 643100
- Website: supportingvictims.org
- Email: help@supportingvictims.org
- To report a hate crime, call or fill in the online hate crime reporting form:
<https://www.supportingvictims.org/advice/i-or-someone-i-know-is-experiencing-personal-abuse/>
- Secure email for agencies: supportingvictims@northyorkshire.police.uk



North Yorkshire Supporting Victims Service Demand



North Yorkshire Supporting Victims Service Outputs & Value for Money

	Referrals	Telephone Engagements
Q1, 2, 3 21-22	24,037	3,328
Q1, 2, 3 20-21	23,861	4,005
Difference Q1, 2, 3	+176 (+0.7%)	-667 (-16.9%)
20-21 Total	33,336	4,955
19-20 Total	33,395	4,024
Difference	-59 (-0.2%)	+931 (+23.1%)

Service Cost = est. £224,231 annual budget	Cost per Referral	Cost per Engagement
Q1 + Q2 + Q3 21-22	£7	£51
20-21 Total	£7	£45
19-20 Total	£7	£56
Difference	£0	-£9 (-19.7%)



North Yorkshire Supporting Victims Service Activity

Activity:	No of Direct Telephone Calls	No of Letters Sent	Email/Text Contact	Referred On:	IVA	Counselling	DA
Q1 + Q2 + Q3 21-22	3,328	8,782	978	Q1 + Q2 + Q3 21-22	355	355	17
20-21 Total	4,955	8,034	377	20-21 Total	389	642	111
19-20 Total	4,024	21,234	408	19-20 Total	345	396	1,148
Difference (Annual Totals)	+931 (+23%)	-13,200 (-62.1%)	-31 (-8%)	Difference (Annual Totals)	+44 (+13%)	+246 (+62%)	-1,037 (-90%)

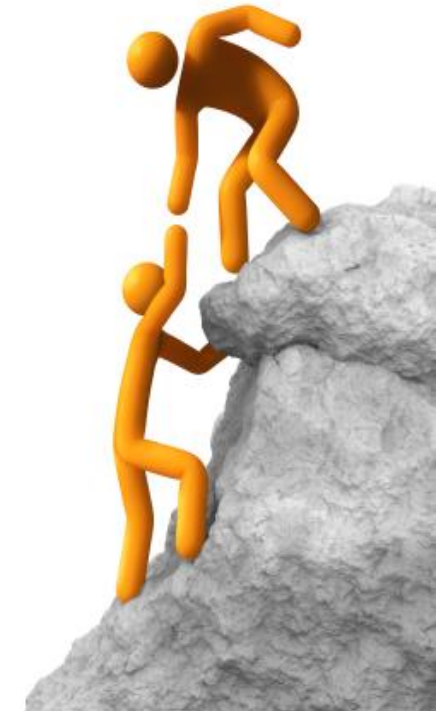


Public Accountability Board

February 2022

Victims Journey

North Yorkshire Police



Criminal Justice Landscape - Confusing ?



HM Courts
and Tribunal
Service



North Yorkshire
Police, Fire & Crime
Commissioner



HM Prison &
Probation Service

CCRC

Criminal • Cases • Review • Commission



Legal Aid
Agency



JUDICIARY OF
ENGLAND AND WALES



Youth Justice Board
Bwrdd Cyfiawnder Ieuencid

the
Parole
Board

working with others
to protect the public



Helping you to be safe and feel safe in North Yorkshire

The Code of Practice for Victims of Crime – Nov 2020

Minimum standard of services that must be provided

12 Rights

1. To be able to understand and to be understood
2. To have the details of the crime recorded without unjustified delay
3. To be provided with information when reporting the crime
4. To be referred to services that support victims and have services and support tailored to your needs
5. To be provided with information about compensation
6. To be provided with information about the investigation and prosecution
7. To make a Victim Personal Statement
8. To be given information about the trial, trial process and your role as a witness
9. To be given information about the outcome of the case and any appeals
10. To be paid expenses and have property returned
11. To be given information about the offender following a conviction
12. To make a complaint about your Rights not being met



Enhanced Rights

Vulnerable

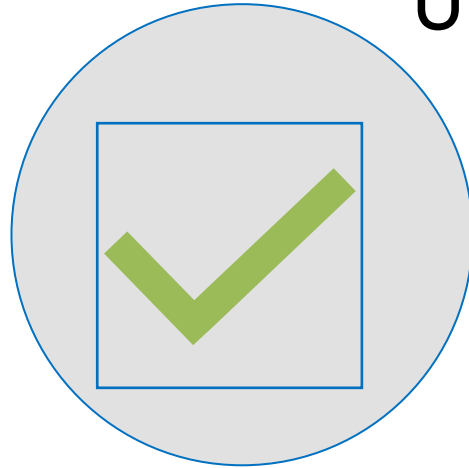
Intimidated

Persistently Targeted

Victims of Most Serious Crime



Right 1 To Be Able To Understand And Be Understood



ACCESS TO INTERPRETATION SERVICES

- NYP Contracted Services
Capita TI
- Face to face spoken & non spoken interpreting
- Audio/ Video remote spoken & non spoken interpreting



WITNESS INTERMEDIARY SCHEME

- National Register of Communication Specialists
- Help for vulnerable victims and witnesses with communication difficulties to give evidence to the Police and to the court in criminal trials

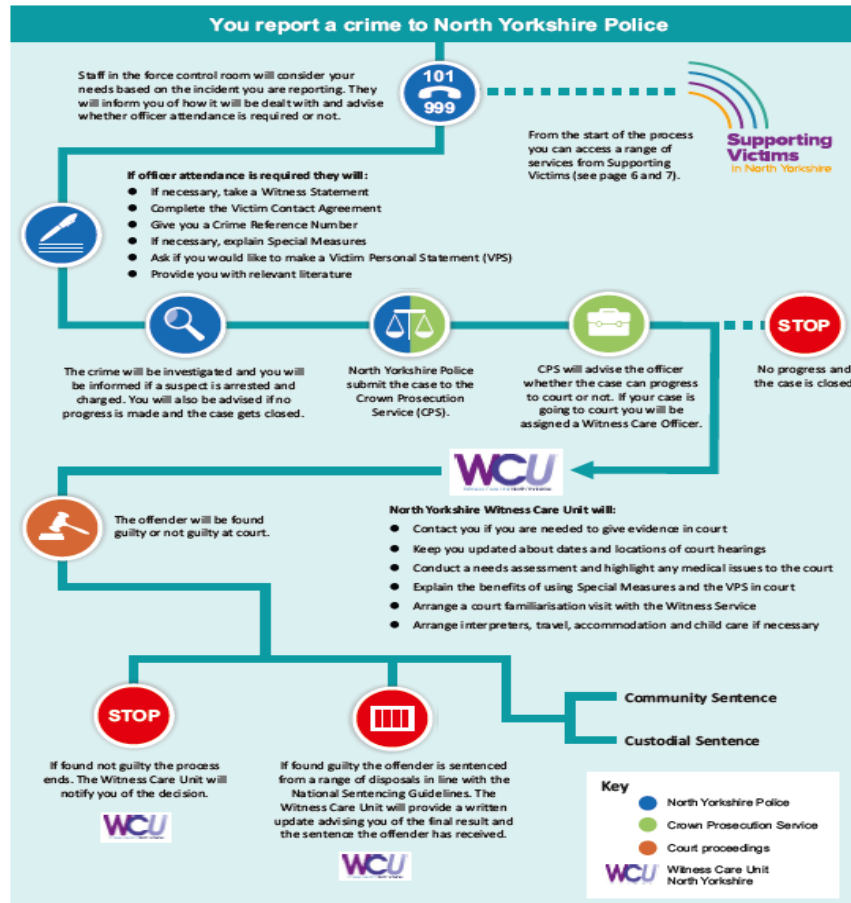


Right 3 – To Be Provided With Information When Reporting A Crime

North Yorkshire
Police, Fire & Crime
Commissioner

- FCR systems – automated text link to digital information for victims of crime booklet on NYP web site
<https://www.northyorkshire.police.uk/SysSiteAssets/media/images/north-yorkshire/about-us/victims.pdf>
- All victims of crime –digital / face to face

Your journey through the Criminal Justice System



North Yorkshire
Police, Fire & Crime
Commissioner

Working to keep your community safe



Information for victims of crime



Right 3 – To Be Provided With Information When Reporting A Crime

The Information for Victims of Crime Booklet includes:

- Explanation of 12 Rights under The Victim's Code
- Support Services Available - useful contact numbers / websites
- Victims Journey through the Criminal Justice System infographic
- Out of Court Disposals - options
- Restorative Justice
- Going to Court – What to Expect – Role of Witness Care Officer
- Help in Court – Special Measures
- Making a Victim Personal Statement – giving a voice to the victim
- Criminal Injuries Claims & How to Access Governments Hardship Fund
- Victims Right to Review Scheme
- How to Make a Complaint



Right to be provided with Information When Reporting A Crime

- [Home | North Yorkshire Police](#)
- [Supporting Victims in North Yorkshire](#)

New look NYP website

- Greater accessibility
- Additional Information
- Dedicated section for victim & witness support & information
- Domestic Abuse Reporting services
- Rape & Sexual Offence reporting – next few months



Support for victims and witnesses

As a victim of crime or someone who has witnessed a crime, there are things you can expect from the police and criminal justice system. Find out how you can access support.

Advice



Right 4 - To Be Informed About And Referred To Support Services Tailored To Individual Need

- **Needs Assessments**
- **First Contact – FCR /THRIVE – Officer – Initial Needs**
- **Automatic Referrals NYP > 24 HRS > OPFCC's Supporting Victims**
- **Witness Care Unit. 6.68 FTE. Mon - Fri 8am – 5pm**
- **Single Point of Contact** telephone 01609 643101 or 101, Option 2, Witness Care
 - Post Charge & Going to Court
 - **Assess needs / Special measures**
 - **Referrals to support pathways**
 - Information updates
 - Witness warnings / Practical Help
 - Advice and guidance
 - **Partnership Liaison**



Right 4 - To Be Informed About And Referred To Support Services Tailored To Individual Need



- **Support and Special Measures Tailored to Individual Needs**
 - **Video Recorded Interview – Evidence in Chief**
 - **Referral to Witness Service – Citizen Advice - Pre Court Visits**
 - **Video Link – live evidence outside of Court room**
 - **Section 28 – Video Cross Examinations**
 - **Screens – to Shield from Defendant**
 - **Removal of Wigs and Gowns**
 - **Victim Commissioners Recommendations – next steps for Special Measures**



Right 4 - To Be Informed About And Referred To Support Services Tailored To Individual Need

Domestic Abuse Referrals to Specialist Support

DA PPN > DA TEAM > MARAC &/or IDAS

Specialist Domestic Abuse Team (Safeguarding Command)

= 1 X Inspector, 4 X DA Co-ordinators, 12 x DA Officers, 1 x Analyst

- Review & Triage all DA related Public Protection Notices (PPN)
- Review & update DASH risk score based on any other related information
- Implement appropriate safeguarding measures including but not limited to
 - Agree Safety Plans with victims, including consideration of target hardening and
 - Add Aspire markers to FCR systems to flag DA risk to call takers
 - Instigate a Claire's Law disclosure where appropriate, wherever possible in partnership with an IDAS DA Practitioner
 - Share the PPN with other multi agency safeguarding teams i.e. VAT/MAST if children in the household
 - High risk cases referred to MARAC for multi-agency consideration and support planning
- Refer to IDAS (Independent Domestic Abuse Services) for ongoing safety planning, practical and emotional support through a specially trained DA Practitioner, including but not limited to securing emergency/alternative safe accommodation where required and support through any ongoing police investigation and/or court hearings



Right 4 - To Be Informed About And Referred To Support Services Tailored To Individual Need

Sexual Offence Referrals to Specialist Support

- Specially trained officers take first account & assess most appropriate initial support service as below dependent on circumstances
- Explicit consent is required before a victim of a sexual offence can be referred into any specialist support

RECENT INCIDENTS or ANY CHILD VICTIM* = NYP > SARC/CSAAS > ISVA

- NYP contact Mountain Healthcare Ltd to assess if Forensic Medical Examination is required – if so, accompany victim to SARC premises

*A Non-Recent Clinical Assessment should still be offered for any child or young victim (15yrs or under) outside of the forensic window

NON-RECENT INCIDENTS or SARC NON-ATTENDANCE = NYP > ISVA

- NYP offer a referral into ISVA (Independent Sexual Violence Advisor) Services to all victims who have not been referred to the SARC i.e. non-recent incidents outside the forensic window, non-contact offences or victims who disengage following initial disclosure
- ISVAs provide practical and emotional support through a specially trained workers, including but not limited to support through any police investigation and/or court hearings
- ISVA Referral Form completed on NICHE and sent direct to IDAS – ISVA Services Provider
- Officer Guidance - written and video format available on intranet to increase awareness of and referrals into the ISVA Services

AUDIT

- NYP's Safeguarding Manager undertakes an audit of all relevant Sexual Offences to ensure an appropriate referral offer has been made - if not, the officer is contacted to ensure remedial action taken, with appropriate advice and guidance given to reduce this happening again



Victims attending our Sexual Assault Referral Centre (SARC) will be offered onward referral to ISVA Service by Mountain Healthcare Ltd – SARC & CSAAS Provider

Right 4 - To Be Informed About And Referred To Support Services Tailored To Individual Need



Pathways Directory

a new directory of services to better support signposting



Directory Available Digitally



Easy Access



Source of Services that is managed by the pathways co-ordinator



Feedback loop Improved understanding



Directory will have the ability to capture feedback and data

Right 6 – to be provided with information about the investigation and prosecution

Workforce

- **knowledge & understanding**

- Chief Officer VLOG launch
- Dedicated intranet page / Advice Guidance / College of Policing materials
- Thematic Focused approach to communications (Right a week)
- Mandatory e-learning
- Drop in workshops held /Cascade Briefings

Systems & Governance

- **Victim Contact Agreement**

- Victim led communications– when & how

- **Investigation & Case Progression**

- Systematic victim contact points
- Policy & Procedure victim contact points
- Victims Right To Review

- **Operational Performance & Monitoring**

- ACC Led Operations Board /Quarterly Operational Service Delivery Plan Meetings

• North Yorkshire Police, Fire & Crime Commissioner / Heads of Function local governance structures / Performance Reviews

Helping you to be safe and feel safe in North Yorkshire



Right 6 – to be provided with information about the investigation and prosecution

Compliance & Assurance



- **Dedicated SGT** - Aligned to assist with
 - Developing quality assurance and compliance
 - Raise operational awareness and understanding
- **Monthly dip sample of key areas Victim Code**
 - Reported to Monthly Operations Board
- Police **Niche Case Assessment** by Business Insight Team
- **New rules required** to record actions against each Right of the refreshed Victim Code in order to be able to extract and report
- Local **development of an enhanced Occurrence Enquiry Log (OEL)** on Niche to support Right 6
- **Niche Victim & Witness Contact Module**
 - Prompts officer & records early needs, provision of information for victims booklet, contact agreement



Right 6 – to be provided with information about the investigation and prosecution

National

- National Niche developments to assist with recording
- Ministry of Justice Performance Framework expected
- NPCC interim methodology



Regional and National Victim & Witness Boards

- NYP representation on both boards - performance / best practice



Ministry
of Justice

Partnerships - Additional Scrutiny

- **Local Criminal Justice Partnership**



Victims' Bill Consultation – Closed

3/2/22

Meeting Victims' Expectations

- How to enshrine the Victims' Code into law
- Strengthening key Police & CPS communications with victims
- Greater use of Community Impact Statements

Improving Oversight and Driving Better Performance

- Strengthening oversight mechanisms and structures
- Embedding victims voice
- Ensuring quality service
- Making it easier for victims to complain about their Rights not being met

Supporting Victims of Crime

- How further intervention might improve provision of support services
- Best way to increase victim surcharge

Improving Advocacy Support

- Defining role of IDVAs, ISVAs, and other advocates including how they engage with the CJS and agencies outside the CJS
- Helping you to be safe and feel safe in North Yorkshire



Opportunities / Aims

Engagement

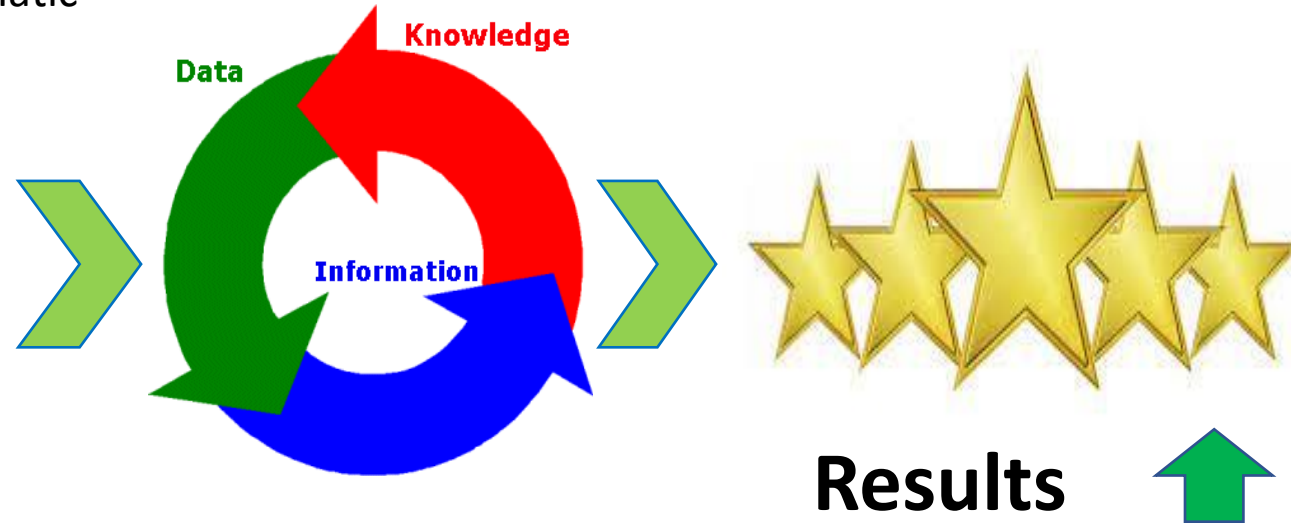
- Communication / Awareness
- Victim voice
- Development of systematic victim surveys
- Early intervention / prevention

Compliance

- Systems /Recording
- Knowledge & Understanding
- Tools

Quality Assurance

- Monitoring
- Data sets
- Analytics



Challenges

- Investment will be required
- Resources
- Systems





THE END



QUESTIONS?

