

ORIGINATOR: POLICY OFFICER (VS)

DECISION NO. 43-2016

REASON FOR SUBMISSION: FOR DECISION

SUBMITTED TO: POLICE AND CRIME COMMISSIONER (PCC)

SUBJECT: VICTIM-LED RESTORATIVE JUSTICE HUB

SUMMARY:

1. The Police and Crime Commissioner can commission services that:
 - a) secure, or contribute to securing, crime and disorder in Suffolk;
 - b) are intended to help victims or witnesses of, or other persons affected by, offences and anti-social behaviour.

This is in accordance with the provisions in the Anti-Social Behaviour, Crime and Policing Act 2014. In applying this provision the PCC will ensure that the services commissioned are also consistent with the Suffolk Police and Crime Plan 2013-2017.

2. Providing high quality services to victims is a key theme in the Police and Crime Plan and the PCC is committed to promoting restorative justice solutions where victims feel it would benefit them. The Suffolk PCC has jointly funded (with the Police and Crime Commissioner for Norfolk) a victim-led Restorative Justice Hub since September 2014 and this report recommends extension of the service up to 31 December 2016.
3. The grant will facilitate the offer of restorative justice to victims of crime which it is hoped will lead to a greater level of restorative justice interventions in Suffolk and increased victim satisfaction.
4. This report seeks approval to award a total £10,242 to Victim Support to provide a Victim-led Restorative Justice Hub.

RECOMMENDATION:

It is recommended that:

1. The PCC approves a grant of £10,242 to Victim Support for the period 1 September 2016 to 31 December 2016.

APPROVAL BY: PCC

The recommendation is agreed.

Signature

Tina Parnore

Date

*6th October
2016.*

DETAIL OF THE SUBMISSION

1. INTRODUCTION

- 1.1 The Police and Crime Commissioner can commission services that:
- a) secure, or contribute to securing, crime and disorder reduction in Suffolk;
 - b) are intended to help victims or witnesses of, or other persons affected by, offences and anti-social behaviour.

This is in accordance with the provisions in the Anti-Social Behaviour, Crime and Policing Act 2014. In applying this provision, the PCC will ensure that the services commissioned are also consistent with the Suffolk Police and Crime Plan 2013 – 2017.

- 1.2 This report sets out a proposal for an award of £10,242 to Victim Support to provide a Victim-led Restorative Justice Hub between 1 September 2016 and 31 December 2016.

2 POLICE AND CRIME PLAN OBJECTIVES

- 2.1 The PCC's Police and Crime Plan 2013-17 states that victims of crime should be central to the service provided, and the treatment of victims is vital to building public trust and confidence in policing and the wider criminal justice system. The plan sets out objectives to provide high quality services to victims including improving the levels of satisfaction of victims of crime and improving trust and confidence in the criminal justice system.
- 2.2 The PCC states in the plan that he will work with partners to promote greater use of restorative justice where victims feel it would benefit them.

3 VICTIM SUPPORT / RESTORATIVE JUSTICE (RJ) HUB

- 3.1 Victim Support is the independent charity for victims and witnesses of crime in England and Wales. It has over 40 years' experience of supporting victims.
- 3.2 The Victim-Led Restorative Justice (RJ) Hub has been funded by Suffolk and Norfolk Police and Crime Commissioners for a year. The service enables victims of crime to state directly to the offender how they have been harmed and what can be done to repair the harm. It gives victims the chance to tell offenders about the impact of their crime, get answers to their questions and to receive an apology. It holds offenders to account for their activities and helps them to understand the real impact of their actions, take responsibility and make amends for their crime. The service supports and complements other victim services being delivered by Victim Support, and recognises the requirement in the Code of Practice for Victims of Crime that victims should be able to get information about restorative justice.
- 3.3 Traditionally, restorative justice has been 'offender-led'. This is where the offender is approached first to ask if they wish to participate in a restorative justice exercise. 'Offender-led' relies upon the offender agreeing to participate first. This 'victim-centred' RJ Hub is driven by the victim's needs and wishes with the victim deciding firstly if he/she wishes to engage in restorative justice before an approach is made to the offender. The establishment of this service will help victims to cope and recover from their experience. This innovative approach places the victim at the heart of the process, which is in tune with the PCC's vision for victims outlined in the Police and Crime Plan.
- 3.4 The RJ Hub was commissioned in September 2014 to provide safe and effective restorative justice interventions. A need has been identified to provide effective RJ in

accordance with the Ministry of Justice (MoJ) Action Plan and the Code of Practice for Victims of Crime requires that victims are provided with information about RJ and how to access RJ.

- 3.5 Having been in operation for 9 months it became clear that, although the PCC was encouraged by the MoJ to support an RJ service for victims of crime, there was a significant need for improved awareness and understanding of RJ within the Constabulary and within the wider community. It is a new and innovative approach and it was important to allow adequate time for it to embed. Now, two years into our investment the awareness raising has not led to a significant increase in victims asking for RJ and it has been agreed that we should wind down the service in its current guise and instead focus on what more can be done within the Constabulary to support knowledge about RJ.
- 3.6 The RJ Hub provides 5 different referral pathways: police referrals; case extraction; victim self-referral; other agency/partner referral; and offender self-referral. The service aims to enhance existing provision by supporting any crimes including taking on the more complex, time-consuming cases and providing for those victims who are entitled to enhanced services¹ (i.e. victims of serious crime, a persistently targeted victim or a vulnerable or intimidated victim).
- 3.7 The service operates across Norfolk and Suffolk and is delivered by a team of specially trained volunteers, who have been recruited, accredited, supported and supervised in accordance with Victim Support's procedures and policies.

4 OUTPUTS AND OUTCOMES

- 4.1 Victim Support will monitor and review progress and provide quarterly reports to Suffolk PCC's office. Performance of the service will also be reviewed regularly and monthly updates on cases the number of cases being supported will be expected.
- 4.2 The grant award is made on the basis of financial and activity data being made available to the PCC. Outputs and outcomes (including specific performance measures outlined in the business case have been agreed), along with additional case progression data which can be shared:
- Retention, training, and accreditation of a team of skilled volunteers to provide community based restorative interventions across Suffolk;
 - Establishment of a system for receipt of referrals from all pathways;
 - Personal explanation and offers of restorative justice to all victims who are entitled to an enhanced service;
 - Risk assessments undertaken, preparation and facilitation of conferences;
 - Personal support packages provided for those victims requiring emotional and practical support;
 - Offenders who take part in an RJ intervention demonstrate a willingness to change behaviour with subsequent reduction in reoffending rate;
 - Integration of the activities of the hub with other practitioners and Criminal Justice Agencies;
 - An increase in the number of restorative justice interventions taking place in Suffolk;
 - An increase the quality and capacity of RJ practitioners in Suffolk.
 - Enabling Victims of Crime to cope and recover from the impact of crime

¹ <https://www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime>

- Reducing re-offending rates – Engagement with offenders (other than offender self-referrals) will only take place with the consent of the victim and providing it is safe to do so.
- Measurements will be through –
 - o Initial offender debrief (Qualitative)
 - o Monitoring of RJ intervention outcome agreements (Qualitative)
- Increase in Police referrals as the result of improved awareness and understanding of restorative justice (Number of police contacts and referrals)
- Number of offences/ incidents screened
- Number of cases accepted for assessment
- Number of restorative justice assessments
- Number of cases accepted and appropriate for restorative justice intervention
- Number of victim self-referrals
- Number of other agency/partner referrals
- Number of offender self-referrals
- Development of the RJ Hub capability in terms of professional practice and experience, including Restorative Justice Council accreditation
- Delivering safe and effective, victim focused restorative justice interventions - Number of RJ interventions (Conference or 'Shuttle RJ')
- Victim satisfaction, for those who take part in a restorative justice intervention, of 85% and an improvement in their ability to 'cope and recover' from the impact of the crime or harm caused – Victim Feedback on the MoJ categories of need

4.3 It is also important to note that a positive outcome of this service is that it facilitates the passing of cases from an officer's caseload on to the RJ Hub. This has a positive effect on officer caseloads and thus is supporting the Constabulary in managing demand.

4.4 Monitoring will need to show the number of victims offered restorative justice, the number taking the offer up, and the nature of the RJ intervention used.

4.5 Given that one of the intended outcomes of the hub are to increase victim satisfaction where victim-led RJ has been offered the monitoring will need to show the comparison between levels of satisfaction achieved. A target of 85% overall victim satisfaction for restorative justice process and 85% satisfaction with the restorative justice outcome has been set and satisfaction surveys will also explore the ability of the service to help people cope and recover.

5 FINANCIAL IMPLICATIONS

- 5.1 It is proposed to award a grant of £10,242 to Victim Support for the period 1 September 2016 to 31 December 2016.
- 5.2 The Chief Executive, in consultation with the Chief Finance Officer, will determine the arrangements for funding the project utilising the victims commissioning funds, as set out in paragraph 5.1 above.

6 OTHER IMPLICATIONS AND RISKS

- 6.1 There are no risks flowing from the consideration of this report.
- 6.2 Victim Support will undertake full risk assessment and report on their assessment of risk in their monitoring reports. Should there be any risk to the service being delivered Victim Support is required to immediately notify the PCC.


7 RECOMMENDATIONS

- 7.1 It is recommended that:
 - 7.1.1 The PCC approves a grant of £10,242 to Victim Support for the period 1 September 2016 to 31 December 2016.

ORIGINATOR CHECKLIST (MUST BE COMPLETED)	PLEASE STATE 'YES' OR 'NO'
Has legal advice been sought on this submission?	YES
Has the Chief Finance Officer been consulted?	YES
Have equality, diversity and human rights implications been considered including equality analysis, as appropriate?	YES
Have human resource implications been considered?	YES
Is the recommendation consistent with the objectives in the Police and Crime Plan?	YES
Has consultation been undertaken with people or agencies likely to be affected by the recommendation?	YES
Has communications advice been sought on areas of likely media interest and how they might be managed?	YES
Have all relevant ethical factors been taken into consideration in developing this submission?	YES

In relation to the above, please ensure that all relevant issues have been highlighted in the 'other implications and risks' section of the submission.

APPROVAL TO SUBMIT TO THE DECISION-MAKER

<p>Chief Executive</p> <p>I am satisfied that relevant advice has been taken into account in the preparation of the report and that this is an appropriate request to be submitted to the Police and Crime Commissioner.</p> <p>Signature:  Date 6 October 2016</p>

VICTIMS' SERVICES GRANT 2016/17

CONDITIONS OF AWARD

1. Victims' Services Grant

1.1 The Police and Crime Commissioner can commission services that:

- a) secure, or contribute to securing, crime and disorder reduction in Suffolk;
- b) are intended to help victims or witnesses of, or other persons affected by, offences and anti-social behaviour.

This is in accordance with the provisions in the Anti-Social Behaviour, Crime and Policing Act 2014.

1.2 The PCC's victims commissioning approach will prioritise grant applications which:

- (a) fulfil the requirement to provide services for victims who are entitled to enhanced services, and
- (b) address gaps in service provision.

1.3 Commissioning decisions will be made on the basis of those which are considered to have the greatest likelihood of delivering the best possible outcome, in terms of helping victims to cope and recover from their experience and take into account the following:

- Innovation - an innovative approach to delivering victims' services;
- Working in partnership/collaboration - working in partnership or collaboration with one or more additional victims' services providers;
- Hard to reach/hear groups – services that are aimed at supporting victims from hard to reach/hear groups;
- Gaps in services – services that will address an unmet need/gap in services.

1.4 The Police and Crime Commissioner for Suffolk will award a grant of up to £10,242 to Victim Support for the period 1 September 2016 to 31 December 2016 to deliver a restorative justice service to victims of crime.

2. Conditions of Award

2.1 This award is a one-off award and is made on the basis of delivering the service above (including supporting capacity and capability building, future sustainability of the service and innovation in delivery of the service). The agreement of this award is based on the service a) supporting increased demands and b) improving its sustainability and does not place any ongoing responsibility on the PCC to fund the service beyond the period of this grant. Should the service wish to apply to the PCC for funding in future it will be through a competitive process.

- 2.2 The award is also made on the basis that the grant recipient uses the grant for the service (as defined at paragraph 1.4 above). In the event that the grant is not used for these purposes the monies must be repaid to the PCC.
- 2.3 The grant must be used to provide services which are free of charge to victims of crime who are entitled to enhanced services.
- 2.4 The grant recipient must comply with the conditions placed upon the PCC by the MoJ grant agreement which includes strict criteria regarding use of the grant and monitoring requirements (this has been attached as Annex A).
- 2.5 The following costs are not Eligible Expenditure: Payments that support activity intended to influence or attempt to influence Parliament, government or political parties, or attempting to influence the awarding or renewal of contracts and grants, or attempting to influence legislative or regulatory action.
- 2.6 The grant recipient must be able to evidence appropriate safeguarding procedures for those using their services and have due regard for the Local Children Safeguarding Board policies and guidance. The grant recipient must ensure that its services, policies, training, recruitment, vetting and referral processes appropriately safeguard children and vulnerable adults.
- 2.7 Where the grant recipient provides services to victims of domestic abuse, they are expected to contribute to the outcomes of the domestic abuse research '*Understanding Domestic Abuse in Suffolk: A study of the experience of survivors*' and be involved in partnership working to address the findings. The service will be expected to contribute to the countywide review of domestic abuse (and mapping).

3. Bureaucracy

- 3.1 The grant recipient must be able to demonstrate that they are managing the grant in an efficient and effective manner, and are actively seeking to minimise bureaucracy and streamline processes in order to deliver the best possible outcomes.

4. Transfer of funds

- 4.1 Payment will be made on a 'quarterly in arrears' basis.
- 4.2 The grant recipient will invoice the PCC for the grant after which transfer of funds will be arranged within 21 working days of receipt of the invoice.
- 4.3 The PCC will not pay in advance of need. If the PCC reasonably believes that payment is being made in advance of need, the PCC may change the timing and/or the amount of any payments.
- 4.4 In order for any payment to be released, the PCC will require the grant recipient to:
 - have accepted these conditions by signing and returning a copy of this Conditions of Award agreement,
 - have provided a communications plan;

- have provided appropriate bank details, and
- be in compliance of the terms of award (including the MoJ conditions).

5 Monitoring

- 5.1 The grant recipient will report monthly, on the number of cases being supported and quarterly, on the specified output and outcome measures and on financial expenditure. A final report will be submitted by 14 January 2017.
- 5.2 The PCC may require attendance at a public meeting of the PCC's Accountability and Performance Panel, on dates as determined by the PCC's Chief Executive. If this is the case the Chief Executive will advise the recipient.
- 5.3 The grant recipient must notify the PCC as soon as reasonably practicable if the organisation ceases operation, the project does not proceed or if an underspend is forecast. Any underspend must be returned to the PCC.

6. Commissioning Principles

- 6.1 In the circumstances where the grant recipient commissions services from other bodies applications must be assessed (by the grant recipient) with good practice commissioning principles in mind (e.g. guidance on commissioning issued by the Association of Policing and Crime Chief Executives), and having due regard to equality, diversity and human rights issues.

7. Publicity and Marketing

- 7.1 By accepting the award from the PCC the grant recipient makes a commitment to acknowledge the PCC's support publicly and must acknowledge their funding from the PCC in all their promotional work. Any recipients of funding via the grant recipient must display the PCC's logo in all publicity for the life of the initiative. Logo artwork can be provided upon request. Any exceptions must be agreed with the PCC.
- 7.2 The grant recipient will liaise with the PCC's Communications Manager to agree a communications plan.

8. Access to Information

- 8.1 The PCC expects reasonable access to any records and information held by the grant recipient for purposes associated with the award.
- 8.2 The PCC reserves the right to withhold all or any payments of the award if the PCC has reasonably requested information/documentation from the grant recipient and this has not been received by the PCC in the timescales reasonably required.

9. Miscellaneous

- 9.1 The award may not be used to support or promote religious activity. This will not include inter-faith activity.

- 9.2 The grant recipient must ensure that all reasonable steps have been taken to ensure that it and anyone acting on its behalf complies with any applicable law for the time being in force (so far as binding on the recipient).
- 9.3 The grant recipient, and its employees, shall be careful not to be subject to conflicts of interest.
- 9.4 The grant recipient shall ensure that third party recipients have adequate insurance coverage (including but not limited to public liability insurance) in place and shall provide evidence of such insurance to the PCC on request.
- 9.5 The PCC accepts no liability to the grant recipient or third party recipients for any costs, claims, damage or losses, however they are incurred, except for to the extent that they arise from personal injury or death which is caused by the PCC's negligence.
- 9.6 The grant recipient agrees to indemnify the PCC for any costs, claims, damages or losses which arise as a result of negligence by the grant recipient or out of any breach by grant recipient of any of the conditions of award.

10. Termination

- 10.1 This agreement may be terminated by either party giving the other at least three months' notice in writing.

ACCEPTANCE OF VICTIMS SERVICES GRANT

Victim Support accepts the offer of an award of £10,242 and agrees to comply with the terms and conditions of the Grant on which the offer is made (including the MoJ conditions in their grant agreement).

On behalf of Victim Support:

Signature	
Name:	
Position:	
Date:	

Bank details for grant payment:

Bank name:	
Branch name:	
Sort Code:	
Account name:	
Account number:	
Address:	
Postcode:	

Signed on behalf of the Police and Crime Commissioner for Suffolk:

Signature	
Name:	
Position:	
Date:	

