

**ORIGINATOR: DEPUTY CHIEF EXECUTIVE**

**DECISION NO. 27 - 2014**

**REASON FOR SUBMISSION: FOR DECISION**

**SUBMITTED TO: POLICE AND CRIME COMMISSIONER (PCC)**

**SUBJECT: VICTIMS' SERVICES PREPARATORY FUNDING –  
RESTORATIVE JUSTICE HUB**

**SUMMARY:**

1. In November 2013 the Victims Minister announced grants totalling £20.8m would be made available to Police and Crime Commissioners (PCCs) for the purposes of victims commissioning. The funding enables PCCs to: fund the development of capacity and capability in potential providers of services for victims; commission restorative justice services; and prepare for local commissioning.
2. Providing high quality services to victims is a key theme in the Police and Crime Plan 2013-17 and the PCC is committed to promoting restorative justice solutions where victims feel it would benefit them. Discussions have recently taken place to develop a restorative justice hub that will place victims at the heart of restorative justice and enhance the existing arrangements.
3. It is intended that the grant will facilitate the recruitment and training of practitioners to offer restorative justice to all victims of crime entitled to the enhanced service, leading to a greater level of restorative justice interventions in Suffolk and increased victim satisfaction.
4. This report seeks approval to award a total £47,946 to Victim Support to provide a Victim-led Restorative Justice Hub.

**RECOMMENDATION:**

It is recommended that:

1. The PCC approves a grant of £47,946 to Victim Support for the period 1 September 2014 to 31 August 2015.

**APPROVAL BY: PCC**

The recommendation is agreed

**Signature**

**CHIEF EXECUTIVE**

**Date 18 August 2014.**

## **DETAIL OF THE SUBMISSION**

### **1. INTRODUCTION**

1.1 In November 2013 the Victims Minister announced grants totalling £20.8m would be made available to Police and Crime Commissioners (PCCs) for the purposes of victims commissioning. This Ministry of Justice funding will enable PCCs to:

- build the capacity and capability of potential providers of services for victims (including potential providers of restorative justice services) from the Voluntary Community and Social Enterprise (VCSE) sector;
- commission restorative justice services if capacity and capability are sufficient in relation to these services;
- prepare for local commissioning.

1.2 This report sets out a proposal for an award of £47,946 to Victim Support to provide a Victim-led Restorative Justice Hub between 1 September 2014 and August 2015.

### **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 treatment of victims is vital to building public trust and confidence in policing. The plan sets out objectives to provide high quality services to victims including improving the levels of satisfaction of victims of crime, applying the Constabulary's code of practice for victims and improving inter-agency working.

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 HUB**

3.1 Victim Support is an independent charity for victims and witnesses of crime. Set up 40 years ago, the charity has grown to be the oldest and largest Victim organisation in the world. In Suffolk Victim Support helps more than 3,000 victims a year. 97% of victims surveyed in Suffolk said they were satisfied with the help they received from the organisation<sup>1</sup>.

3.2 Restorative justice 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.

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. This means that the process is essentially 'offender led' with the process relying upon the offender agreeing to participate first. This proposal relates to a 'victim-centred' Restorative Justice Hub. This process 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.

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<sup>1</sup> <https://www.victimsupport.org.uk/what-we-do/local-services/east-england/suffolk> [Accessed 24 July 2014]



- 3.4 The service aims to enhance existing provision by taking on the more complex, time-consuming cases and provide for those victims who are entitled to enhanced services<sup>2</sup> (i.e. victims of serious crime, a persistently targeted victim or a vulnerable or intimidated victim).
- 3.5 Initially the hub will contact all appropriate victims of crime (including victims of business crime in Suffolk), who are entitled to the enhanced service to make an offer of restorative justice. As the hub builds its capacity it is intended that it will extend the offer of restorative justice to other victims. The hub will also be integrated with Victim Support's core victim and witness service.
- 3.6 The hub will operate across Norfolk and Suffolk to provide economies of scale, effective cross border working and meet shared priorities. However, separate service level agreements will ensure the hub addresses Suffolk priorities.
- 3.7 Direct services to victims will be provided by a team of specially trained volunteers, who will be recruited, accredited, supported and supervised in accordance with Victim Support's documented 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. The PCC will be represented on the hub steering group.
- 4.2 The grant award is made on the basis of financial and activity data being made available to the PCC. The following outputs will be reported on:
- Recruitment, training, and accreditation of a Senior Service Delivery Manager to establish a Norfolk and Suffolk Victim-led Restorative Justice Hub;
  - Recruitment, training, and accreditation of a team of skilled volunteers to provide community based restorative interventions across Suffolk;
  - Establishment of a system for receipt of self-referrals and other agency provision of casework;
  - Personal explanation and offers of restorative justice to all victims who are entitled to an enhanced service (at least 125 victims resident in Suffolk);
  - Risk assessments undertaken, preparation and facilitation of conferences;
  - Personal support packages provided for those victims requiring emotional and practical support;
  - Specialist support and consultancy provided to other organisations;
  - 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 (by reference to National Occupational standards).
- 4.3 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.
- 4.4 The intended outcomes of the hub are to increase victim satisfaction where victim-led RJ has been offered and therefore monitoring will need to show the comparison between levels of satisfaction achieved through normal Victim Support services and the satisfaction achieved through the RJ hub. A target of 98% overall satisfaction for

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<sup>2</sup> <https://www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime> [Accessed 24 July 2014]

restorative justice victims will be aimed for during the year. Satisfaction surveys should also explore the perceived benefits of RJ to the victim for example increased confidence.

## **5 MISCELLANEOUS CONDITIONS OF AWARD**

- 5.1 Full 'Conditions of Award' including conditions relating to transfer of funds, monitoring, and publicity and marketing are specified separately but include the following:
- 5.2 The award will apply for the period 1 September 2014 to 31 August 2015. Payment of the award does not confer any ongoing obligation by the PCC to make payments to Victim Support beyond this period.
- 5.3 This award may not be used for any activities other than those set out within this decision paper or as approved in writing by the PCC.
- 5.4 Victim Support must be able to demonstrate that the grant is being managed in an efficient and effective manner, and that they are actively seeking to minimise bureaucracy and streamline processes in order to deliver the best possible outcomes.
- 5.5 Victim Support will be required to report quarterly on progress including financial monitoring, assessment of risk, outputs and outcomes. An end of year report will be presented to the PCC on or before 30 September 2015. Victim Support may also be required to attend 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 Victim Support.
- 5.6 The PCC shall be notified as soon as reasonably practicable if an underspend is forecast and any underspend must be returned to the PCC.
- 5.7 By accepting the award from the PCC, Victim Support makes a commitment to acknowledge the PCC's support publicly and must acknowledge their funding from the PCC in all promotional work.
- 5.8 Victim Support 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.
- 5.9 The PCC accepts no liability to Victim Support or any 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.
- 5.10 Victim Support agrees to indemnify the PCC for any costs, claims, damages or losses which arise as a result of negligence by Victim Support or out of any breach of any of the conditions of award.

## **6 FINANCIAL IMPLICATIONS**

- 6.1 The provisional grant awarded to Suffolk is £269,279, of which £49,842 must be devoted to restorative justice (RJ) initiatives. A further £80,000 is allocated to restorative justice in 2014/15 and in £165,000 in 2015/16.
- 6.2 It is proposed to award a grant of £47,946 for the period 1 September 2014 to 31 August 2015.

- 6.3 The grant will cover the Suffolk element of a joint Norfolk/Suffolk hub including one off start-up costs for recruitment and training of staff and volunteers. Additional funding of £2,000 has been secured by Victim Support from The Suffolk Giving Fund to support training in restorative practices.
- 6.4 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 6.1 above.

## **7 OTHER IMPLICATIONS AND RISKS**

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

## **8 RECOMMENDATIONS**

- 8.1 It is recommended that:
  - 8.1.1 The PCC approves a grant of £47,946 to Victim Support for the period 1 September 2014 to 31 August 2015.

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

##### Chief Executive

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.

Signature:



Date

15/8/14.