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**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL
01 DECEMBER 2017**

**SUBJECT: VICTIM SUPPORT: PROVISION OF VICTIMS SERVICES IN
SUFFOLK (VICTIM ASSESSMENT AND REFERRAL CENTRE)**

SUMMARY:

This report is the third to the Accountability and Performance Panel from Victim Support concerning the support provided to victims of crime through the Victim Referral and Assessment Service and the Local Service and Delivery Team. This report provides an overview the delivery of services in year 2 of the contract (1 Apr 2016 – 31 March 2017)

RECOMMENDATION:

The PCC is asked to note progress with the service and the service redesign and implementation starting in 2018.

DETAIL OF THE SUBMISSION

1. INTRODUCTION

- 1.1 On April 1st 2015, Police and Crime Commissioners across England and Wales took over commissioning of local victim assessment and referral services from the Ministry of Justice. In Suffolk the OPCC commissioned Victim Support (VS) to provide this Service.
- 1.2 Crime referrals are received and assessed at a regional centre and then sent on through our highly secure New Case Management System (NGCM), in accordance with agreed protocols and data processing arrangements.
- 1.3 High and medium risk Domestic Violence (DV) cases are closed and only reactivated if the police reassess as standard risk.
- 1.4 Hate crimes are now treated as an enhanced crime in accordance with the SSTV contract and initially dealt with by the VARC staff located in Essex.
- 1.5 VS additionally provide a resource for Restorative Justice, and a member of staff to provide analyses of hate crime and other emerging crime types.
- 1.6 Our staff members in Suffolk receive referrals for victims who have accepted our offer of service and manage their cases through to completion as well as self-referrals and referrals from other agencies.
- 1.7 Where appropriate, trained volunteers are used to provide emotional and practical support to help victims cope and recover from the impact of the crime they have suffered. Staff will also provide support where and when appropriate.
- 1.8 All victims of crime are entitled to a service under these new arrangements and under the provisions of the Victim Code of Practice 2013 (VCOP).
- 1.9 Service provision is free and completely confidential to victims unless a safeguarding issue is evident, in which case appropriate action is taken in conjunction with the police, social services etc. VS is an independent charity.
- 1.10 Victims of crime can access our service regardless of whether they have reported the crime to the police. This access can be gained through our offices, by telephone and various social media platforms.
- 1.11 VS operates a 24/7 national helpline at no additional cost to the Suffolk PCC.
- 1.12 Through a monthly and quarterly reporting structure Victim Support updates and informs the OPCC about performance and issues concerning the service and the expenditure against the service delivery.
- 1.13 The reporting procedure are now standardised across the East of England to enable comparisons across five contract areas as well as value for money information.
- 1.14 Case studies, Service User Surveys, Distance Travelled and bespoke reporting has now been developed by working with the Suffolk OPCC.
- 1.15 The service that victims can receive includes:
 - i. A thorough assessment of needs arising from an offence. If a victim of crime takes up

our offer for support, we will go through a comprehensive series of questions with them to evaluate the impact the crime has had on them. We will ask questions about the how they have been coping since the crime and what support they need to help them cope and recover. We will use the information provided to establish how best they can be supported, either by Victim Support or by another agency if that would be more appropriate.

- ii. The initial assessment allows to agree a “score” for the victims starting point in five key areas. This same assessment is repeated at the mid-point and end of the victim journey (started January 2017).
 - Experience of the CJS
 - Feeling Informed
 - Perception of Safety
 - Reintegration
 - Wellbeing
- iii. Emotional support given by carefully selected and trained volunteers, giving victims someone to talk things through, with someone who will listen and understand.
- iv. Practical support which could be anything from providing a personal alarm, help with replacing stolen credit cards or pension books through to completion of an application for criminal injuries compensation if they are eligible.
- v. Advocating for victims e.g. to make representations on their behalf to local authority housing services and other housing providers.
- vi. Sign posting or direct referral to another party or agency that is better suited to meet victims’ needs. Agencies include social services, MARAC, Rape Crisis, Age Concern, Suffolk Family Carers, Survivors in Transition, Suffolk Youth Offending Service, and Anglia Care Trust, Fresh Start New Beginnings, ISCRE and others.

For the 3 month period from 1 Jan 2017 – 31 Mar 2017 (data pre-Jan 2017 is not available due to the changeover in VS case management system) 17 referrals recorded;

- Blue Light Digital (1)
- Sue Lambert Trust (5)
- Action Fraud (1)
- Anglian Care Trust (4)
- Social Care (1)
- ISVA (2)
- Fresh Start (1)
- National Centre for Domestic Violence (NCDV) (1)
- Rape Crises (1)

For the same period, the service also signposted 135 service users to other agencies.

- vii. Information about the criminal justice process, the Constabulary, the Crown Prosecution Service and the courts system.
- viii. Links to the courts-based Witness Service should victims be required to attend court.
- ix. Commissioned services e.g. we can supply victims with personal alarms, window locks and other security items to improve their feelings of safety after a crime.

- 1.16 The VCOP details enhanced levels of service that victims are entitled to receive if they fall under particular categories:
- i. Victims of the most serious crimes i.e. murder, sexual offences and the most serious assaults.
 - ii. Victims of Burglary (added by agreement with PCC)
 - iii. Young people based on crime type
 - iv. Victims who have been persistently targeted i.e. people who have been victims on two or multiple occasions.
 - v. Victims who have been intimidated or who are vulnerable i.e. people who have been targeted to dissuade them from reporting crime and/or people who may be more at risk because of their age, gender, disability, sexuality etc.
 - vi. This entitlement is met by attempted direct telephone contact with victims of crime. This is two attempted telephone contacts within 24 hours of the referral being received.

2 KEY ISSUES AND PROGRESS

2.1 During the second year of the contract Suffolk Victim Support has:

- i. In 2016-17 the service received 33,244 crime referrals – including 168 self-referrals and 2,356 referrals from partner agencies
- ii. Made 2,467 successful telephone calls to victims of crime to complete initial assessments.
- iii. Sent 19,168 letters, emails or SMS messages to victims.
- iv. Conducted 2,467 in depth assessments to determine a victim's needs.
- v. 786 cases were identified with needs.
- vi. Identified 10,275 (8,689 2015-16) victims as being entitled to an enhanced service offer of which (individual victims of crime may meet multiple enhanced categories)
 - 2,756 Children and Young People
 - 806 Crime Type
 - 4,903 DV & HBV
 - 416 Hate Crime
 - 7 Intimidated
 - 42 Vulnerable
 - 1,338 Sexual Offences
 - 7 Persistently Targeted
- vii. Contact 1,945 Medium and high Risk DV case rejected due to Suffolk structure (other agency dealing with)
 - **Telephone contact** - 3,735 victims were attempted to be contacted by telephone
 - 2,467 had successful contact (66% success Rate)
 - 38% of unsuccessful telephone calls were sent a letter (62% were not contact due to safety concerns)
 - 31% of all enhanced crimes where contact was achieved received a service

Written contact - 19,168 Standard crimes had written contact

- 5% responded to the written contact
- 2% of all standard cases received a service

No contact - 5,992 Victims had no contact attempted for various reasons

- Did not consent 16
- Duplicate 201
- Incorrect/Insufficient Information 957
- Other Agency dealing with 3,168
- DV-No Safe Number 885
- Does not met funding 119
- Linked to existing case 3
- Rejected by CMS 181
- Other 462

Contact timescales – Within 24 hours

- 1487 Calls were attempted within 24 hours (34%)
- 768 were contacted within 24 hours
- 31% of all successful calls
- 52% of all calls attempted within 24 hours

Within 48 hours

- Calls were attempted within 48 hours (19%)
- 438 were contacted within 48 hours
- 18% of all successful calls
- 52% of all calls attempted within 48 hours

Within 73 hours

- 484 Calls were attempted within 72 hours (11%)
- 267 were contacted within 72 hours
- 11% of all successful calls
- 55% of all calls attempted within 72 hours

Within 96 hours

- 376 Calls were attempted within 96 hours
- 211 were contacted within 96 hours
- 8% of all Successful calls
- 56% of all calls attempted within 96 hours

Greater than 96 hours

- 1234 Calls were attempted greater than 96 hours
- 783 were contacted more than 96 hours
- 32% of all successful calls
- 63% of all calls attempted greater than 96 hours

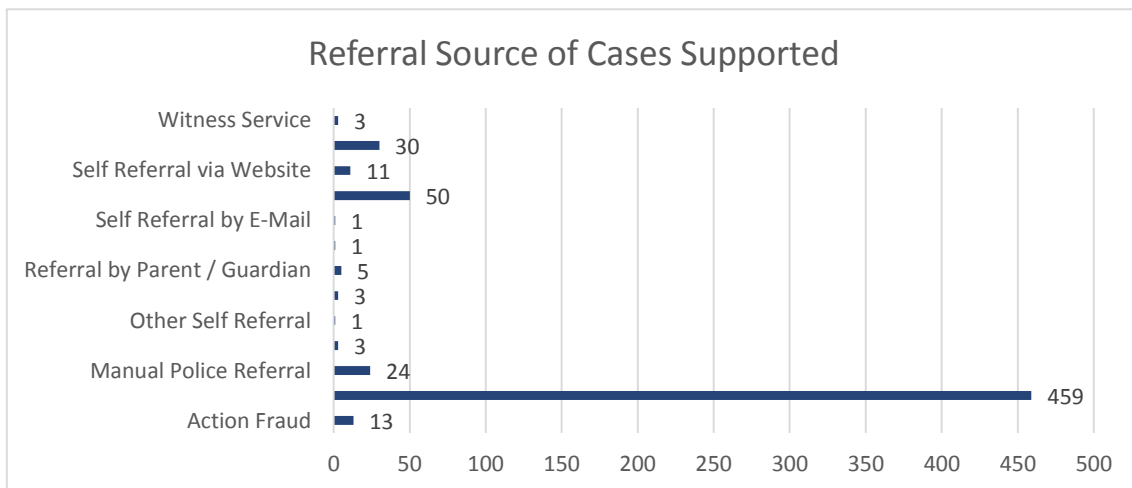
viii. Telephone calls at 72 hours or longer (This includes all referrals of which, some may not be received immediately due to processes and are unable to be contacted with 48 hours. Such as DV, BTP, Action Fraud, Other Police force areas).

ix. VS staff identified 283 additional vulnerabilities

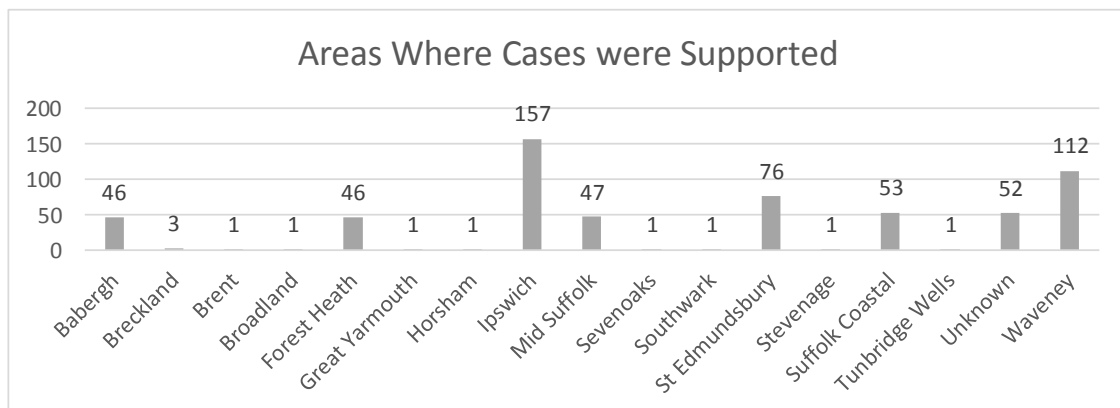
- 224 DV
- 1 Intimidated
- 2 Persistently Targeted
- 19 Hate

- 37 Other Vulnerabilities
- x. Volunteers spent 694.83 hours providing telephone support and 890.17 hours providing face to face support.
 - xi. Victim Support staff spent 2,777.48 hours providing telephone support and 612.92 hours providing face to face support.
 - xii. 1509 individual needs were identified.
 - xiii. 1034 services were delivered
 - xiv. 604 cases were supported by VS staff and volunteers (344 Enhanced)
 - xv. **First 6 months of 2017-18** - when comparing the first two quarters of 2016/17 to 2017/18, the numbers of referrals have increased by less than 1%, however, the number of cases supported over the same time frame have increased by 17%.

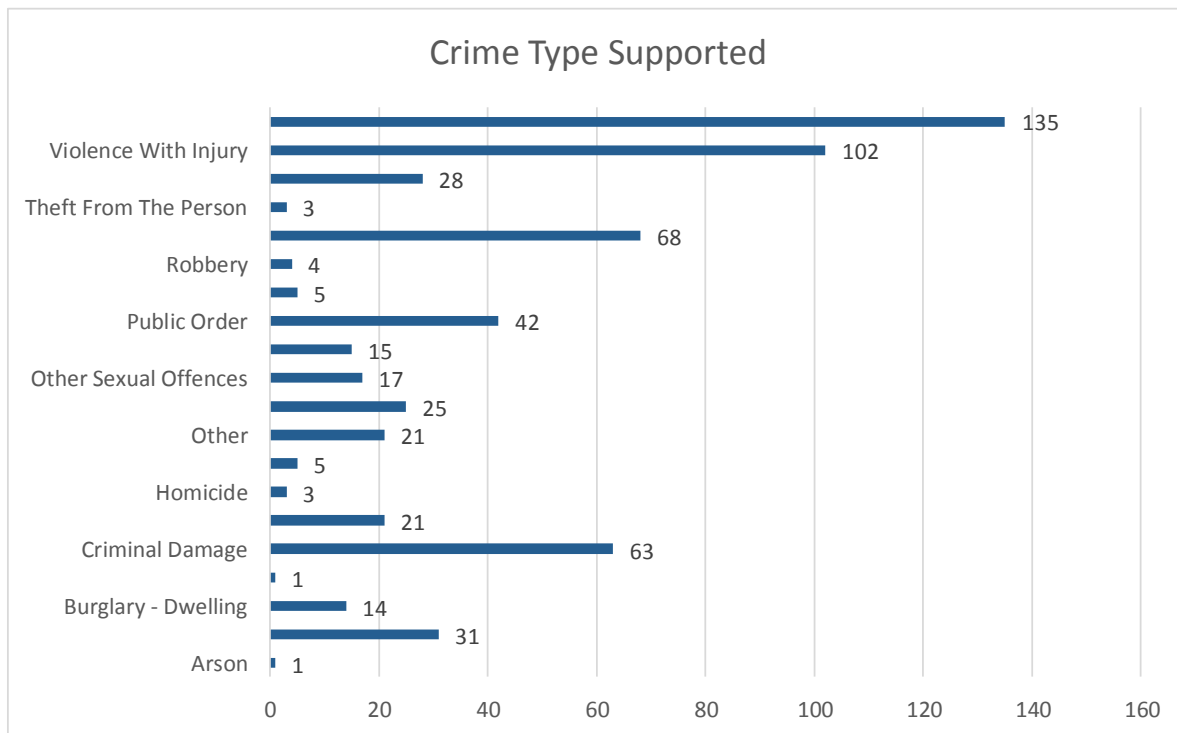
2.2 The majority of cases that were supported originated from the Automated Data transfer from the Suffolk police.



2.3 Ipswich and Waveney were the main areas where cases were supported.



2.4 The four highest supported crime types account for 61% of all cases supported.



2.5 Females accounted for 65% of victims who received support.

2.6 Victims over the age of 36 accounted for 60% of victims who received support.

3. Impact of Services

i. Surveys

- 235 Surveys were created.
- 71 were rejected by system used
- 29 Victim did not respond
- 19 Victim declined to take part

ii. 116 Surveys completed (49%) National average for completion of satisfaction surveys range from 5% (written) to 15% (electronic).

- 98% very satisfied or satisfied with service
- 87% Felt safer as a result of the service
- 91% reported improved health and wellbeing as a result of the service
- 100% reported service helped manage aspects of everyday life
- 78% felt better informed
- 76% service improved dealings with police and other agencies
- 94% felt the service was easy to access

iii. 67 Tier 2 Surveys completed

- 91% of victims where their confidence was affected by the crime felt their confidence had improved due to the service
- 69% of victims where their finances were affected by the crime felt their finances had improved due to the service
- 97% of victims where their relationships and social life were affected by the crime felt their relationships and social life had improved due to the service

- 95% of victims where their shelter and accommodation were affected by the crime felt their shelter and accommodation had improved due to the service
- 96% of victims where their work or study were affected by the crime felt their work or study had improved due to the service

4. Restorative Justice (1 April 2016 – 31 March 2017)

4.1 Referral Overview

- i. 37 Referrals.
 - 4 Suffolk Police
 - 10 Suffolk CID (Operation Converter)
 - 20 Victim Self-Referral
 - 3 National Probation Service
- ii. 138 Victims Supported (provided with initial information about RJ)
 - 4 Suffolk Police
 - 111 Suffolk CID (Operation Converter)
 - 20 Victim self-Referral
 - 3 National Probation Service
- iii. 27 Victims Taking Up RJ service (Underwent RJ Preparation)
 - 4 Suffolk Police
 - 1 Suffolk CID (Operation Converter)
 - 20 Victim Self Referral
 - 3 National Probation Service

4.2 Outcome Overview

- i. There were no Direct Interventions (Case Conferences)
- ii. 8 Indirect Interventions.
 - Suffolk Police
 - 0 Suffolk CID (Operation Converter)
 - 3 Victim Self-Referral
 - 2 National Probation Service
- iii. 19 No Interventions Completed
 - 9 Victim Declined
 - 2 Offender Declined
 - 7 Case not Suitable
 - 1 Onward Referral

4.3 Intervention Overview

- i. Crime Type.
 - Assault Without Injury
 - Sexual Assault on Female Aged 13 or over
 - Theft
 - Assault with Intent to Cause Serious Harm
 - 2 Sexual Assault on A Female Child Under 13
 - Public Fear, Alarm or Distress

ii. Indirect Intervention Type

Apology (Verbal)

- Assurance it will not happen again
- Used Facilitator
- Victim Very Satisfied

Apology (Written)

- Remorse and Apology
- Used Facilitator
- Victim Satisfied

6 Victims Questions Answered

- Remorse for crime
- 6 Used Facilitator
- 4 Victim Very Satisfied
- 2 Victim Satisfied

4.4 Outcomes of RJ

i. Improved Health and Wellbeing

- N/A
- 4 Increased Confidence
- Increased Happiness
- Reduced Feeling of Self-Blame
- Greater Understanding of Incident Cause
- 2 Feeling of Closure
- Reduced Anxiety

ii. Feeling Safe

- N/A
- 3 Reduced Fear of repeat Crime
- 2 Increased Feeling of Safety

iii. Re-Integration

- N/A
- Return to Seeking Employment
- Increase Socialisation
- Improved Relationship
- Increased Confidence

iv. Being Better Informed

- 8 RJ Rights
- 8 Victim Support Services

v. Navigating the CJS

- N/A
- 4 Better Understanding of Police

5. Moving Forward

5.1 Victim Support is committed to evolution of victim services ensuring service are designed to meet the needs of each locality and reduce multiple handoffs in the victim journey through the criminal justice system:

- Local Hubs/Co-Location
- End to End Victim Journeys

- Evolution of Victim Support Roles
- Development of Case Manager roles
- Working closely with local partners

5.2 Work is in an advanced stage, in order to deliver the agreed model. This model will deliver

- Efficiency and effectiveness
- Personalised services for individual victims
- A flexible platform to adapt to changing environments.

6. FINANCIAL IMPLICATIONS

6.1 At the end of the 2nd year of the contract, a small underspend on the year was reported of £4,938 with actual spend of £277,350 against a budgeted amount of £282,288.

6.2 There are no financial concerns at the time of reporting. All operating costs are detailed in quarterly reports to the OPCC.

7. RISKS OR SERVICE IMPLICATIONS

7.1 The introduction of the NGCM has enhanced reporting and data collection, staff are becoming more familiar with new processes and now able to provide increased reporting data.

7.2 Transition from the VARC system to the Case Management system will see a dramatic increase in end to end service provision. As with the introduction of any new system there could be transitional challenges.