

ORIGINATOR: DEPUTY CHIEF EXECUTIVE

DECISION NO. 45-2015

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 August 2016.
3. The grant will facilitate the 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 £52,345.50 to Victim Support to provide a Victim-led Restorative Justice Hub.

RECOMMENDATION:

It is recommended that:

1. The PCC approves a grant of £52,345.50 to Victim Support for the period 1 September 2015 to 31 August 2016.

APPROVAL BY: PCC

The recommendation is agreed.

Signature



Date 8/10/2015

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 £52,345.50 to Victim Support to provide a Victim-led Restorative Justice Hub between 1 September 2015 and 31 August 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. Last year it offered support to more than 1 million victims of crime. The charity has around 1,100 staff and more than 3,000 volunteers.
- 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 is clear that, although the PCC is encouraged by the MoJ to support an RJ service for victims of crime, there is 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 is important to allow adequate time for it to embed.
- 3.6 Community engagement has been undertaken and this has included representation on the Suffolk County Council Restorative Approaches Board. Additionally, there is a need for the Constabulary to raise awareness within the organisation and to encourage officers to refer cases to the hub. There is also a need to ensure that the RJ Hub is doing all it can to raise awareness and respond to need. In response to this the RJ Hub has developed a communication strategy, in consultation with Norfolk and Suffolk OPCCs and Constabularies which is far reaching in terms of raising awareness about RJ, and the RJ Hub, both within the Police and with the public/partners agencies.
- 3.7 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).
- 3.8 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 at the quarterly hub steering group meetings which are chaired on an alternate basis by the two OPCCs and attended by the two constabularies.
- 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;

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

- 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 (target of engagement with 20 victims per month to provide a meaningful explanation of RJ)
- 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.
- Offenders who take part in a restorative justice intervention demonstrate a willingness to change behaviour with subsequent reduction in reoffending rate. Measurements will be through –
 - o Initial offender debrief (Qualitative)
 - o Monitoring of RJ intervention outcome agreements (Qualitative)
 - o 6 monthly monitoring of reoffending rate, up to 2 years (Quantitative)
- 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 an 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 notes 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 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 2015 to 31 August 2016. 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 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.
- 5.6 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 2016. This will be in addition to the updates provided to the RJ Hub Steering Group. 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.
- 5.7 The PCC shall be notified as soon as reasonably practicable if an underspend is forecast and any underspend must be returned to the PCC.
- 5.8 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.
- 5.9 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.
- 5.10 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.
- 5.11 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 It is proposed to award a grant of £52,345.50 to Victim Support for the period 1 September 2015 to 31 August 2016.
- 6.2 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 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 £52,345.50 to Victim Support for the period 1 September 2015 to 31 August 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

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:

[Handwritten Signature]

Date

1/10/2015

