

## **APPENDIX B**

### **Nottinghamshire Victim CARE (Cope and Recovery Empowerment)**

#### **Case Study**

**17 March 2017**

#### **Introduction**

The PCC's first theme in his Police and Crime Plan is to 'Protect, support and respond to victims, witnesses and vulnerable people.' This case study explains how the new Victim Care supports this objective.

The PCC receives a Victims' Services' Grant from the Ministry of Justice ("MoJ") to commission local victim support services, including victim-initiated restorative justice, in line with the Code of Practice for Victims of Crime 2015 and to support victims to achieve cope and recover outcomes.

This Case Study provides information about the PCC's Victim CARE support service, which provides support to all victims who do not access support through specialist domestic or sexual violence and abuse services.

#### **National Context**

The Victims' Services' Grant is part of the Government's strategy to ensure that victims are at the centre of the criminal justice system. The strategy was implemented following a Government consultation in 2012, *Getting it Right for Victims and Witnesses*. MoJ confirmed the introduction of a mixed model of national and local commissioning of referral and support services for victims and published the *Victims' Services Commissioning Framework* in May 2013. The Framework recommends outcome based commissioning to enable victims to cope with the immediate impacts of crime; and recover from the harm experienced.

The Code of Practice for Victims of Crime 2015 ("the Victims' Code") gives victims a legal right to receive a minimum standard of service from the criminal justice system and includes requirements for assessment of need, information about victim services and quick referral to support. Victims of serious crime and vulnerable, intimidated and persistently targeted victims receive an enhanced service. <https://www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime>

#### **Local context**

In Nottinghamshire over 140,000 people, and 20 out of every 100 adults were likely to have been victims of some form of crime in 2015/16 - a level which has fallen significantly over the last ten years (from 28 in every 100 adults). Despite this positive long-term trend, the Crime Survey for England and Wales indicates that the risk of being the victim of crime in Nottinghamshire (19.8%) increased marginally during 2015/16 compared to continued reductions in the England and Wales average (14.6%).

With around 39,700 individual victims being recorded by the police in 2015/16, the majority (approximately 74%), of crimes go unreported to the police, often because the victim deems them to be minor, trivial or that little could be done in response. In these cases, the impact of crime on the victim is likely to be minimal.

In other cases, crimes go unreported to the police as the victim deems them to be a private or personal matter (15%), too inconvenient to report (5%), lacks trust in police and the criminal justice system (2%) or is afraid of reprisal (2%). Other victims may even be unaware that what they have experienced is a crime. It is in these cases that the police, victim services and other agencies are working to increase trust and confidence and identify and respond to vulnerability and hidden harm.

The PCC's Victims' Strategy outlines a vision for victims:

"Victims and survivors in Nottinghamshire are resilient and less likely to be re-victimised; empowered to cope and recover from crime and anti-social behaviour by timely and effective victim-centred support from local services, families and communities".

The Strategy is on the PCC's website:

<http://www.nottinghamshire.pcc.police.uk/Document-Library/Our-Work/Victims/Nottinghamshire-Victims-Strategy.pdf>

The PCC's vision for Restorative Justice (RJ) is:

"RJ activity is victim focused and is offered and available at any stage of the victim's journey, ensuring their safety, and enabling them to better cope and recover from crime and anti-social behaviour."

## **Local victim support services**

The PCC inherited a number of specialist domestic and sexual abuse support services as well as a service delivered by Victim Support to help other victims of crime. From 2014 onwards he worked with the City and Council Councils, and clinical commissioning groups where possible, to co-commission new specialist domestic and sexual violence and abuse support services. These services are either in place or are being co-commissioned during 2017.

For all other victims, following procurement, the PCC funded Victim Support and REMEDI to deliver support and restorative justice.

During 2015, the PCC became concerned that for historical reasons the Victim Support service was insufficiently targeted to the victims who needed the most help; and that separate victims and restorative justice services were not providing the best value for money. He therefore commissioned an independent review, conducted by RSM Tenon. The review's findings included:

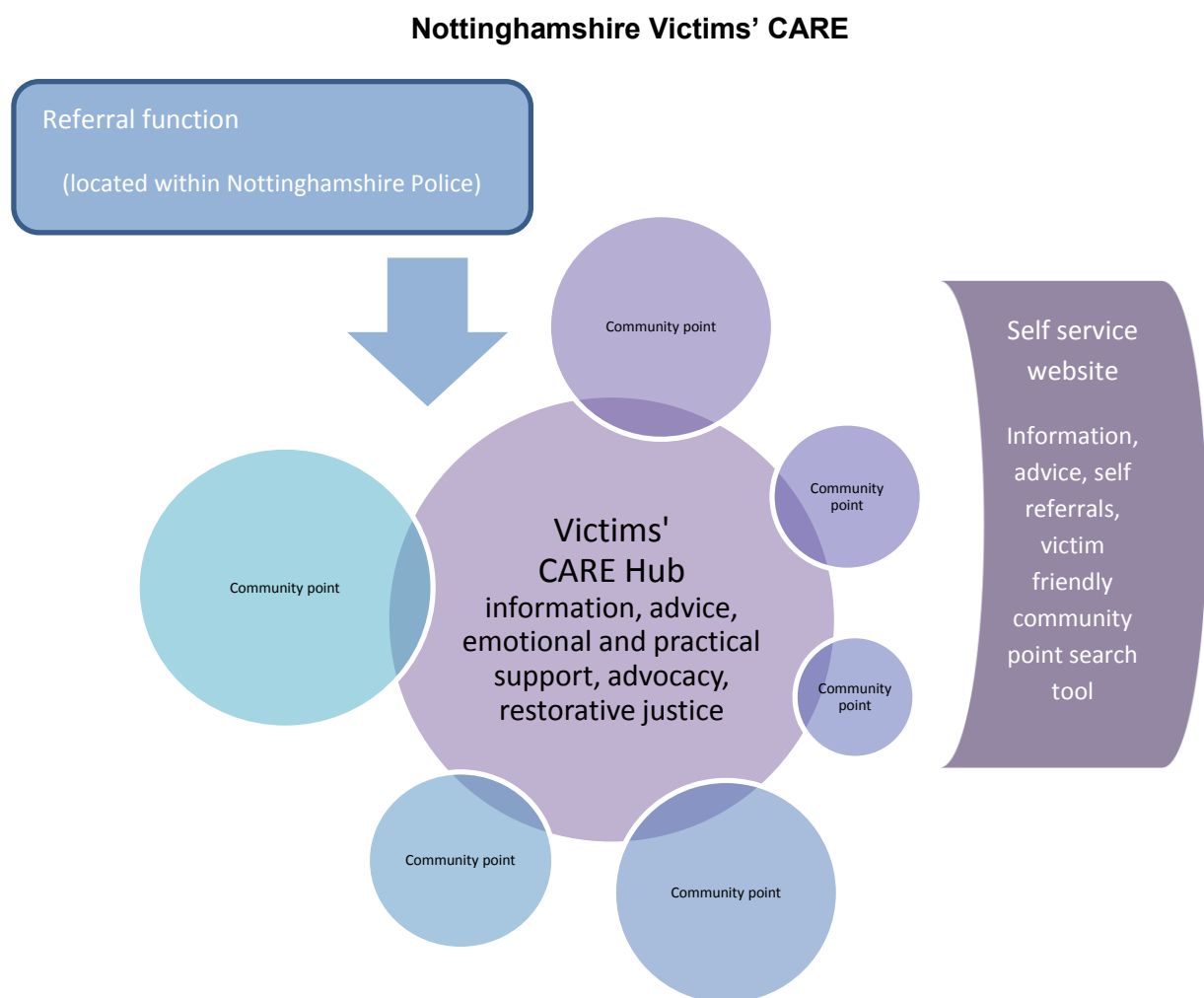
- victims with protected characteristics often found help in community services that were not adequately resourced for supporting victims to cope and recover;
- engagement in non-traditional support services is high among people with protected characteristics though they may not self-identify as victims and/or are unlikely to perceive this support as victim related;
- there are a significant number of highly valued services within community based organisations that support victims which are unrecognised;
- victims need to understanding, empathy, choice and familiarisation and trust. The police were considered a barrier for many communities with protected characteristics;
- community based support and advocacy should form the basis of any future service delivery model as this would add value and improve victim outcomes;
- there was greater need for a more flexible and fluid model that allows victims to 'dip in and out' of support, similar to their experiences with other community services.

The findings, and a new draft delivery model, were disseminated and consulted upon at a consultation event in March 2016. The event was widely attended by stakeholders from grassroots community groups, voluntary sector providers, Nottinghamshire Police, National Probation Service and community safety partnerships. There was very strong support at the event for RSM Tenon proposed model and in particular for the proposed strong role for community organisations in delivering support for victims.

## Nottinghamshire Victim CARE

Following the consultation in July 2016 the PCC published an invitation to tender for a provider to deliver Nottinghamshire Victim CARE. The aim of the Service is to provide a wide range of victim-centred and outcomes focussed restorative and other support to empower victims and survivors to cope and recover from crime, anti-social behaviour, hate incidents and identity theft.

The model, which entirely based on the RSM proposal, is as follows:



The referral function enables timely and accurate referrals from Nottinghamshire Police into Nottinghamshire Victims' CARE. The self-service website, which is currently in development, will provide a dedicated web presence for Nottinghamshire specific victims' services, providing relevant and up to date details of services to support local victims. It will offer information and advice about being a victim and searchable details of all local victims support services, an immediate electronic self-referral option and a search tool for victims to locate community points.

Community points will be a diverse and numerous range of victim friendly community based groups and organisations able to empower victims to cope and recover from crime. The

community points will be funded and trained by the hub to support victims. Initially they will market victim support services widely within their communities under the Nottinghamshire Victims CARE brand, accept self referrals, conduct a needs assessment, and accompany victims, if required, to the hub for more specialist support. In the longer term some community points may also provide ongoing support to empower victims to achieve cope and recover outcomes.

The victims' CARE hub will empower victims to cope and recover from crime and be more resilient to future crime through the provision of expert victim support as well as enabling victims' community points to support victims more effectively. The hub will also provide victim-initiated specialist restorative justice support where required by victims.

Catch 22, working with Restorative Solutions, won the PCC's contract to deliver Nottinghamshire Victim CARE. The new service began operating in January 2017. It supports children, young people and adults who have been harmed as a direct result of criminal conduct, as well as the people who have suffered the most harm as a result of anti-social behaviour (ASB), hate incidents and identity theft<sup>1</sup>. Victims do not need to report the crime to the police to receive help.

Previous information from victims services was fragmented, with little information on victims' outcomes. The first year of Nottinghamshire Victim CARE will be a baseline year to capture comprehensive information about Nottinghamshire's victim profile and outcomes achieved.

### **What Nottinghamshire Victim CARE has achieved (January – mid March 2017)**

At the time of writing the service has received 1856 referrals, mostly through Nottinghamshire Police, but also from Action Fraud, Witness Care, other victim services from outside the county and self-referrals. The number is expected to grow as the service beds in. Referrals have been received across most crime types (excluding domestic and sexual violence) with the highest numbers for assault and burglary.

Victims are contacted within 48 hours (24 hours if the victim has enhanced entitlements under the Victims' Code) and are supported with information and advice, emotional and practical support and advocacy to access to service when appropriate.

Catch 22 has held two initial stakeholder engagement meetings in Worksop and Bulwell with community groups and partners. Both meetings generated interest from organisations in becoming community points and Catch 22 is progressing this area of the service.

As the Victim CARE was mobilised very quickly and Catch 22 are now developing the performance indicators and outcomes for the service. This will include further work to analyse gaps in provision, particularly around disability, religion, sexuality and geography. Gaps will be targeted by Victim CARE to establish links and community points to ensure victims are able to access support when they need it.

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<sup>1</sup> Anti-social behaviour, hate incidents and identity theft do not always fall into the definition of crime.