

Consideration	
Public/Non Public*	Public
Report to:	Police and Crime Panel
Date of Meeting:	5 January 2015
Report of:	Police and Crime Commissioner
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Agenda Item:	7(b)

*If Non Public, please state under which category number from the guidance in the space provided.

Victims Report

1. Purpose of the Report

- 1.1 To update the Police and Crime Panel on:
 - 1.1.1 Implementation of the Victims' Strategy
 - 1.1.2 Progress against Priority 1 in the Police and Crime Plan: "Protect, report and respond to victims, witnesses and vulnerable people"
 - 1.1.3 Nottinghamshire's role as an "early adopter" of victims' support services
 - 1.1.4 The Code of Practice for Victims of Crime
 - 1.1.5 Feedback from the November 2014 HMIC PEEL Inspection in relation to victims

2. Recommendations

- 2.1 That the Panel note the report.

3. Reasons for Recommendations

- 3.1 The agenda item is for information only.

4. Summary of Key Points (this should include background information and options appraisal if applicable)

- 4.1 Implementation of the Victims' Strategy

The Victims' Strategy includes an action plan to deliver strategic objectives on building victims' resilience, reducing victimisation, working with partner to commission support services, ensure a smooth transition from national to local commissioning and ensure that the Victims' Code is fully implemented.

The action plan is being delivered to schedule. One area of activity, relating to further research with equalities groups in relation to their needs in accessing and receiving support from victims services. This work will take place slightly later than planned in Jan-March 2015.

- 4.2 Update on Nottinghamshire' early adopter role

The PCC's goals during the early adopter period (1 October 2014 – 31 March 2015) are to:

- ensure a smooth transition of service to new delivery models
- ensure that victims of crime in Nottinghamshire receive high quality support
- ensure that the core victims' service during the period October 2014 – March 2015 has full technical and practical interoperability with other victim support services in England and Wales
- understand the support provided by the current Victim Support delivered service better
- ensure that services continue until new arrangements are put in place
- commission a new victim-centred, outcome focussed service to support victims to cope and recover from criminal conduct.

To achieve these goals, the PCC has grant funded the organisations and services listed below until March 2015. The services were all previously funded by Ministry of Justice.

- Victim Support: core victim support service
- ISAS: support for sexual violence survivors
- NIDAS: court based IDVA support
- Nottinghamshire Rape Crisis: support for sexual violence survivors
- Nottinghamshire Women's Aid: court based IDVA support
- WAIS: court based IDVA support

In addition, the PCC has agreed to boost capacity in other victims' services under strain:

- Nottingham Rape Crisis for additional Independent Sexual Violence Advocate (ISVA) support
- Equation to print additional sexual violence support information cards, run additional training sessions for volunteers and professionals to support victims of sexual violence and run a seminar on stalking to raise awareness, identify gaps in service and recommendations for action.

NOPCC published an invitation to tender in September to select a provider to deliver a new integrated victim-centred support service from 1 April 2015 to support all victims of crime. The service will support victims of anti-social behaviour, identity theft, road traffic collisions and hate crime incidents, on a needs led basis. At the time of writing the procurement process is on-going. A public announcement will be made at the beginning of January.

The early adopter work has been overseen by an integrated victims' transition board to oversee the transition from local to national victims' services. The board includes partners from Nottinghamshire Police, the CDP and SNB and was actively involved in developing the specification for victims' services and in the procurement process.

Future victims' services

In addition to the integrated victim-centred support service, the Deputy PCC is working with the City and County Councils, including public health, and the clinical commissioning groups where possible, to co-commission new models of support for survivors of domestic abuse to be delivered in 2015, in line with the recent reviews of domestic abuse support in the city and county. New services will be delivering in the county from 1 October 2015 and in the city from 1 January 2016.

The Deputy PCC is also working with the City and County Councils to co-commission support for sexual violence survivors. At the time of writing the timescales are yet to be agreed.

Restorative Justice

NOPCC commissioned consultancy support in early 2014 to map current restorative activity in Nottinghamshire, develop a strategy and delivery model. This work informed the specification in the Invitation to Tender (ITT) for the Integrated Restorative Justice Service for Nottinghamshire. The ITT was published in early November.

The commissioned provider of the Integrated Restorative Justice Service will work with the other RJ providers in Nottinghamshire to establish a city and countywide integrated restorative justice service, introducing a common referral and assessment system, delivering RJ services, supporting Community Remedy, providing accredited RJ training and promoting RJ to build local people's understanding and awareness of RJ. The RJ service provider will work closely with the integrated victims' service provider to ensure that victims receive a seamless service.

The outcome of the ITT will be announced in early January 2015.

4.3 Progress against Priority 1 in the Police and Crime Plan

The Commissioner is delivering all the strategic actions outlined in the Police and Crime Plan. He has published a Victims' Strategy and developed a draft Commissioning Framework. In line with the Plan he has funded:

- support for anti-social behaviour victims
- a number of projects supporting young victims of crime
- research into the support needs and issues affecting girls involved in gangs;
- a project to support girls affected by gangs
- work to protect medium risk survivors of domestic abuse
- new work to support survivors of sexual violence
- projects to improve the relationship between BME communities and Nottinghamshire Police.

4.4 Code of Practice for Victims of Crime

The Deputy PCC chaired a task and finish group under the umbrella of the Victims and Witnesses Sub-Group of the LCJB to monitor the implementation of the Victims' Code. The task and finish group brought together stakeholders from all criminal justice agencies and Victim Support and created a single action plan to identify gaps in service and appropriate action to tackle gaps.

This has resulted in:

- improved information for victims from Nottinghamshire Police;
- improved assessment of victims' needs;
- a standard victims' personal statement;
- an agreement to monitor all partners on implementation of the Code regularly.

4.5 Feedback from November 2014 HMIC PEEL Inspection in relation to victims

In November 2014 HMIC conducted a PEEL (Police Effectiveness Efficiency and Legitimacy) Inspection on Nottinghamshire Police. There were several findings, both positive and negative, in relation to victims.

Positive findings

- the force has a strong victims' focus;
- the force works positively to identify risk and vulnerability in victims of anti-social behaviour and the effective assessment and management of risk to the victims is on-going';
- the force's approach to tackling DV is effective in some areas. Victims of high risk receive a better standard of service;
- DV is a priority with some evidence of improvement in performance;
- DV incidents are given a priority response;
- good use of domestic violence protection orders;
- those dealing with domestic abuse victims were competent, confident and empathetic. The force makes victims safe from the first point of contact, with staff understanding the importance of identifying repeat victims;
- shared risk assessment with partners has improved sharing of information;
- victim satisfaction (87.1%) is higher in Nottinghamshire than the figure across England and Wales (85%);
- frontline officers and staff understood the importance of meeting the needs of the victim when consider crime recording and investigation.

Negative findings

- there is a need for the force to carry out responsibilities under the Victims' Code consistently;

- there is concern about a lack of capacity in the Public Protection Unit, which supports high risk vulnerable adults and children;
- the service to victims requires improvements;
- medium and standard risk domestic abuse survivors receive an inconsistent service;
- there are vacancies and a lack of training and accredited specialist domestic abuse staff;
- there is limited use of victim personal statement in prosecutions;
- there is concern that victims' crimes are not being reported and getting the level of service they deserve.

The force has assessed its approach to all the areas described above and provided evidence to support its own assessment. It has also set out how it is responding to HMIC recommendations and published a version of this plan.

5. Financial Implications and Budget Provision

- 5.1 The PCC received a dedicated Victims' Services Grant from Ministry of Justice for 2014-5 and the Victims' Service Grant for 2015-6 (which includes a ring-fenced budget for Restorative Justice activity) has been confirmed.
- 5.2 In addition to the Victims' Services Grant, in 2014-5 the PCC spent £1m of his wider community safety budget on services to support victims and vulnerable people.
- 5.3 Budget provision has been made to ensure that the same level of investment into victim support services will continue in 2015-6.

6. Human Resources Implications

- 6.1 Advice on TUPE relating to specific victim support services has been taken and is included within relevant tenders.

7. Equality Implications

- 7.1 Equality Impact Assessments were undertaken on the Victims' Strategy and Nottinghamshire Integrated Victims' Support Service. A key finding within the latter assessment was the need to commission further research with equalities groups to understand better how people from diverse groups can best access victims support services, particularly if they have not reported the crime to the police, and what support they required.

The PCC will commission this research in January 2015, reporting in March 2015.

- 7.2 In addition, the need for an initial equalities impact assessment, with annual reviews, has formed part of the tendering process for the Integrated Victims' Support Service and the Integrated Restorative Justice Service. The ITTs also included questions designed to assess providers' understanding of the needs of diverse victims in accessing and receiving support services.

8. Risk Management

- 8.1 A risk register is maintained and managed through the integrated victims' programme board.

9. Policy Implications and links to the Police and Crime Plan Priorities

- 9.1 This work will deliver objectives relating to the Police and Crime Plan's first priority to protect, support and respond to victims, witnesses and vulnerable people.

10. Changes in Legislation or other Legal Considerations

- 10.1 Legal advice has been sought and followed on procurement and TUPE matters.

11. Details of outcome of consultation

- 11.1 Consultation with victims took place in early 2014, as advised to the Police and Crime Panel on 28 April. A widely attended consultation event was held with providers and stakeholders of victims' services in July 2014 which directly informed the development of the integrated victims' support service specification.

12. Appendices

- 12.1 None.

13. Background Papers (relevant for Police and Crime Panel Only)

13. None.

NB

See guidance on public access to meetings and information about meetings for guidance on non-public information and confidential information.