



**To:** Business Coordination Board

**From:** Chief Executive

**Date:** 17 July 2018

## **DELIVERY OF VICTIM SECTION OF POLICE AND CRIME PLAN**

### **1. Purpose**

1.1 The purpose of this report is to update the Business Coordination Board (“the Board”) on activity underway to deliver the priorities set out in the Victims section of the Police and Crime Plan (“the Plan”).

### **2. Recommendation**

2.1 The Board is recommended to note the contents of the report.

### **3. Background**

3.1 Under the Police Reform and Social Responsibility Act 2011, the Police and Crime Commissioner (“the Commissioner”) is required to produce a Police and Plan.

3.2 The Commissioner’s Plan became effective from the 1<sup>st</sup> April 2017 and is structured around four key strategic themes: Victims, Offenders, Communities, and Transformation. Each theme has its own aim and has a framework through a series of shared outcomes to enable all agencies with a part to play in community safety and criminal justice, to strategically direct the future delivery of services through these common goals. Each theme is supported by key objectives and priorities for action.

3.3 There are strong mechanisms in place to scrutinise the overall performance of the Constabulary, including the priorities and outcomes set out in the Plan. Performance data is included within the Quarterly Performance report data pack and reported to the Board at three monthly intervals. Effective partnership working is also key to the delivery of the Plan. The delivery plan was shared at the May 2018 BCB Meeting.

#### 4. Victims context and overview

- 4.1 The Victims element of the Plan seeks to put victims and witnesses at the heart of the criminal justice system and ensure they have access to clear pathways of support.
- 4.2 Funding for emotional and practical support services for victims of crime transferred to Police and Crime Commissioners from the Ministry of Justice in 2014. Cambridgeshire opted out of the national charity Victim Support and developed an integrated model of support services centered around an in-house Constabulary-led Victims' Hub. This was later merged with the Constabulary's Witness Care Team to provide an end to end service for victims and witnesses choosing a criminal justice pathway. Support is also available for victims who choose not to report to police. The service has many success stories. The local authority domestic abuse services are co-located in the Victim and Witness Hub and the Multi-Agency Safeguarding Hub (MASH).
- 4.3 The Cambridgeshire and Peterborough Countywide Community Safety Strategic Board is championing an early intervention and prevention approach across all the thematic high risk areas. This not only reduces demand on policing and other agencies but reduces the harm, risk and cost (to people and in resources) of serious crimes such as domestic abuse, child abuse and exploitation (including child sexual exploitation), serious sexual offences, trafficking and modern day slavery. A new Healthy Schools service, (exploring addressing Adverse Childhood Experiences) is to be commissioned which will be part of driving such an approach.

#### 5. Safeguarding people from potential future victimisation

- 5.1 Domestic abuse continues to cause significant demand on policing services and remains a force priority. The MASH arrangements ensure the co-ordination of safeguarding arrangements.
- 5.2 There were 1,824 referrals to the Independent Domestic Violence Advisory Services for domestic abuse in 17/18. Of these referrals 1,636 cases were heard at Multi-Agency Risk Assessment Conferences (MARAC) - this is nearly a 50 per cent increase on last year.
- 5.3 The 24/7 Sexual Assault Referral Centre (SARC) sees an average of 30 survivors of sexual violence a month. In response to survivors presenting with multiple needs which make them vulnerable to future victimisation partners have agreed to pilot specialist Sexual Assault Risk Assessments Conferences. These will consider all the survivor's needs, including any substance misuse, mental health and housing issues, and put effective safeguarding measures in place.
- 5.4 The OPCC funded **Integrated Mental Health Team** based in the Force Control Room has been highlighted as best practice and universally praised by officers and staff alike. The nurses reviewed 7,000 incidents in 17/18. Of those incidents requiring their support they were able to remove or reduce the need for police involvement in 13 per cent of cases. They were also able to ensure vulnerable people were supported by the services who could most meet their needs. The team deal with an average of 500 calls a year from professionals seeking advice about when to contact the police. The police

are often still seen as the 'first point of contact' even when no crime has been committed. This services frees up officer time and importantly ensures people in mental health crisis get the right help from the right service when they are in crisis.

## 6. Supporting victims and witnesses of crime

- 6.1 As described in 4.2 the Police and Crime Commissioner has commissioned a Victim and Witness Hub as the core to the provision of emotional and practical support to victims of crime. A list of **all services funded** by the Commissioner, in line with his Grants and Commissioning Strategy, is attached at Appendix 1.
- 6.2 Rolling reviews of commissioned support services enable the Commissioner to response to emerging unmet need. A new **specialist post for stalking and harassment** and awareness training in partnership with the national charity Suzy Lamplugh Trust, and a third-sector based **early intervention domestic abuse worker** are being rolled out. A **Romanian-speaking Victim and Witness Care Co-ordinator** has been employed to support migrant victims of exploitation, specifically sex workers.
- 6.3 In April 2017 a countywide support service for survivors of sexual violence launched. This was commissioned by the OPCC through a pooled budget arrangement with NHS England and the two local authorities. This aims to standardise the service offer across the county and provides an Independent Sexual Violence Advisor service, emotional support through a helpline, email and face-to-face work and some counselling. The provision of specialist counselling remains a worrying gap in service provision. The OPCC are supporting the service provider to develop the evidence to the Clinical Commissioning Group of this gap in therapeutic support services for adults and children under 13.
- 6.4 A successful bid, by the OPCC, to the Home Office 'Violence Against Women and Girls' fund secured **£472k** to provide counselling for young (13 to 24 with additional needs) victims and witnesses of domestic abuse and/or sexual violence. This also extends to addressing low level risky behaviours demonstrated by these young people as a result of their experiences.
- 6.5 Domestic abuse support services, which are mainly funded by the local authorities, are co-located in police estate to ensure a seamless support pathway for victims. The Outreach Service, which saw nearly 1400 referrals in 17/18, is yet to secure recurrent funding. This is a significant **risk** going forward.
- 6.6 Cambridgeshire OPCC has developed an **Outcomes Framework** which is now being rolled out across all victim services. This will enable a clear picture of the difference being made as a result of the investments and has been praised by both providers and the Ministry of Justice who the Commissioner has to report back to every six months. This Framework is attached at Appendix 2.
- 6.7 The four key outcomes are:
  - Improved health and wellbeing
  - Better able to cope with aspects of everyday life
  - Increased feelings of safety
  - Improved sense of empowerment (better informed)

6.8 An output-focused performance summary of all victim services is provided at Appendix 3 – this includes the work of the Specialist Victim and Witness Care Co-ordinator for restorative justice. Cases over the past year have included for example aggravated robbery, burglary, theft, fraud and harassment.

**7. A victim-focused criminal justice system**

7.1 The Commissioner chairs the Cambridgeshire Criminal Justice Board (CCJB) where he exercises his duty to ensure an ‘efficient and effective’ criminal justice system. There are still challenges within the wider system which has affected the timeliness of the delivery of justice. This significantly impacts upon the experience of victims and witnesses. The Victim and Witness Hub advocate on behalf of victims and witnesses on a daily basis and highlight to the board the real time blockages and pan-agency inefficiencies. These problems have collectively led to an increase in failure rates at court due to victim and witness issues and work is ongoing to address them.

7.2 The shared outcome of the Victims strategic theme aspires to put ‘victims at the heart of the criminal justice system’. It was this lenses that the Commissioner used when he drafted his response to the consultation to close Cambridge Magistrates Court. Further work has been commissioned by the CCJB to explore the risks and opportunities this consultation provides.

**8. Recommendations**

8.1 The Board is recommended to note the contents of the report.

**BIBLIOGRAPHY**

|                                  |  |
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| <p><b>Source Document(s)</b></p> | <p><b>Police and Crime Plan</b><br/> <a href="http://www.cambridgeshire-pcc.gov.uk/police-crime-plan/">http://www.cambridgeshire-pcc.gov.uk/police-crime-plan/</a></p> <p><b>Grants and Commissioning Strategy 2016-20</b><br/> <a href="http://www.cambridgeshire-pcc.gov.uk/wp-content/uploads/2016/12/16-12-16-BCB-Agenda-Item-12.01-Appendix-Commissioning-and-Grants-Strategy-2016-20.pdf">http://www.cambridgeshire-pcc.gov.uk/wp-content/uploads/2016/12/16-12-16-BCB-Agenda-Item-12.01-Appendix-Commissioning-and-Grants-Strategy-2016-20.pdf</a></p> <p><b>Attached:</b></p> <p><b>Appendix 1</b> – Victims Services Funding Awards</p> <p><b>Appendix 2</b> – Victim Services Outcome Framework</p> <p><b>Appendix 3</b> – Supporting victims and witnesses of crime (Outputs)</p> |
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