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| LEAD CHIEF OFFICER: | ACC Edwards |
| TITLE: | Victims Journey and Board Update |
| DATE: | 26th November 2019 |
| TIMING: | Ad hoc |
| PURPOSE: | For monitoring |
| 1. | <u>RECOMMENDATION</u> |
| 1.1 | To provide an update on the current status of the work around the Victims Journey through the Victims Board |
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| 2. | <u>INTRODUCTION & BACKGROUND</u> |
| 2.1 | The second of the Police and Crime Commissioners priorities is to support victims and to provide excellent support for all victims of crime with a particular focus on preventing further serious harm. |
| 2.2 | <p>As a result, the force has introduced a Victims Board chaired by ACC Edwards.</p> <p>This board seeks to secure and scrutinise the effective delivery of a consistent and good quality service for victims and witnesses. The board will review current delivery and performance and agree any changes to the delivery of victim services In order to ensure it meets the requirements set out within the Victim strategy, Police and Crime Plan, Victim's Code of Practice and Witness Charter.</p> <p>To support the board the Victims portfolio has moved and now sits under the Head of Criminal Justice & Information Services with the Connect Gwent Co-Ordinator now the temporary Victims Champion/Lead for the force. Prior to the introduction of the board, this work had been allocated to T/Supt White and a Victims working group had been in existence for a number of months.</p> |
| 2.3 | <p>The key Objectives of the Board are as follows:</p> <ul style="list-style-type: none"> • To ensure victims and witnesses receive their entitlements as set out in the Victim Code of Practice and the Witness Charter • To ensure the Victims Strategy is fit for purpose and embedded within the force • To monitor and scrutinize performance of service victims and witnesses receive to support continual service development and improvement • To monitor performance of victim services against Police and Crime Plan • To ensure connectivity between Force activity and relevant partnership boards and meetings. • To assess capability and capacity against Strategic Policing Requirement (victim and witness elements). • To ensure accountability is in place for associated risks, policies, continuous improvement and HMIC recommendations |

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| 2.4 | It became clear from the outset of this work that this was not just a change in process that was required, but also a cultural change in how the force manages its Victims of Crime. The force has always strived to make victims the centre of everything it does, however this does not seem to have become fully embedded in the front line processes and procedures and at the forefront of officers considerations. |
| 2.5 | As a result, this is anticipated to be a much longer programme of work and although there has already been significant work undertaken as described in Section 3 below, the change in culture and approach may take longer to embed into the force's everyday delivery. |
| 3. | <u>ISSUES FOR CONSIDERATION</u> |
| 3.1 | <p><u>Learning & Development</u></p> <p>The attached training has been delivered to the majority of frontline Sergeants across the force with a number of mop up sessions planned for the end of November, for those that were unavailable. This training has been delivered by Sam Heatley (Victims hub) and Nick Lewis (Umbrella Cymru). The focus on the training has not just been on what officers are expected to do, but also the context behind why.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Victim Journey.pptx</p> </div> <div style="text-align: center;">  <p>Victims and Witnesses- A suppo</p> </div> </div> |
| 3.2 | <p><u>Victims Performance Framework</u></p> <p>A Connect Gwent Performance framework has been developed below and we are currently finalising the Victims Performance framework that will be part of the overall Force Performance Framework. Performance will be reviewed and managed through the Victims Board.</p> <div style="text-align: center;">  <p>Connect Gwent Performance Framev</p> </div> |
| 3.3 | <p><u>Victims Code Compliance</u></p> <p>A VCOP multi-agency workshop has been set up and has met in both September and October. The first 30 cases have been dip sampled as required in the below return for the Ministry of Justice. The results of which will be available for the December Victims Board.</p> <div style="text-align: center;">  <p>Compliance - example returns spn</p> </div> |
| 3.4 | <p><u>Communication Strategy</u></p> <p>A draft communication plan has been developed and shared with the Victims Board in November. The plan is in the process of being finalised and will be submitted for sign off at the December Victims Board.</p> <p>The attached Victims leaflet and Postcard are being finalised by Corporate Communications and will be available within the next few weeks to frontline officers for distribution to victims of crime.</p> |

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| |    <p>1875_02_Victims_of 1875_01_Victims_of Comms plan _Crime_Information_Crime_Information,Victims' board DRAF</p> |
| 3.5 | <p><u>Victims Services Project Update</u></p> <p>Business change are continuing the review of all aspects of the force's management of Victims. A visit has taken place this week to Dorset to look at their hub-operating model and a further visit to Lincolnshire Police is planned. A significant number of events have been held with departments and frontline officers to review the current model and obtain feedback.</p> <p>A detailed options appraisal will be submitted to the January Service Improvement Board.</p> |
| 3.6 | <p><u>Connect Gwent Referrals</u></p> <p>Monthly review meetings with Victim Support have been scheduled in following the sign off of the new contract. The force will monitor compliance with all aspects of the contract and report back via the Victims Board.</p> <p>The current referral process is being reviewed and will be included as part of the work of the Victims Services project.</p> <p>Between April and September 2019 there were 13,320 referrals to Connect Gwent but only 8% (1056) of those referrals actually wanted support. Further information is available in the attached report.</p>  <p>Connect Gwent stats April - Septemt</p> |
| 3.7 | <p><u>Victim Contact Module (VCM) Performance</u></p> <p>The force uses templates within Niche known as the Victim Contact Module to record support and agreed contact with victims of crime. Following consultation with officers, changes have been made to the Niche Victim contact templates and the changes have been rolled out across the force with a supporting message from Chief Supt Roberts around the importance of the use of the templates and supporting victims.</p> <p>Completion of the VCM is monitored via the Victims Board and as a result, we have seen an increase in the use by frontline officers of the VCM.</p>  <p>VCM Usage.xlsx</p> |
| 3.8 | <p><u>Victim Focus Group</u></p> <p>The force held its first Victim Focus Group in Cwmbran on the 4th November and five victims of crime attended it, together with three officers from Torfaen and representatives from Connect Gwent and Victims Support.</p> <p>Attached is the feedback from the victims of crime; however, what isn't mentioned in the attached is that all the victims felt that the initial involvement from the police was of a high standard. However, as anticipated the on-going and further contact is not at the same high standard.</p> |

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| |  <p>FW Victims Forum.msg</p> |
| 3.9 | <p><u>Victims Strategy & Journey</u></p> <p>Prior to the introduction of the Victims Board, T/Supt Jason White developed the attached Victims Strategy and a delivery plan. The delivery plan is currently being reviewed by Sgt Tom Delaney and once it is updated, we will re-introduce the working group to support the Victims Board.</p>  <p>1767_01_Gwent_Police_Victims_Strategy</p> |
| 3.10 | <p><u>Children & Young People's Service</u></p> <p>The aim of the Children and Young People Victim Service is to deliver high quality practical and emotional support tailored to the individual needs of the children and young people directly or indirectly affected by crime in Gwent, at any time, regardless of whether it was reported to the police or not.</p> <p>The new provider will be required to ensure that the service is victim-led and focused on the aim of assisting victims to <i>cope</i> with the immediate impact of crime and/or to <i>recover</i> from the longer-term legacy of the experience.</p> <p>The provider will be required to support victims to achieve the following outcomes:</p> <ul style="list-style-type: none"> ○ Improved health and wellbeing ○ Better able to cope with aspects of everyday life ○ Increased feelings of safety ○ Better informed / empowered to act <p>The force is currently out to tender for this service, with the submissions due for review in December 2019.</p> |
| 3.11 | <p><u>Survivor Engagement</u></p> <p>The force is currently recruiting a Survivor Engagement role that will work across Gwent with relevant partners to establish a sustainable survivor engagement framework, through which survivors of domestic abuse and sexual violence can share their lived experience in order to assist in developing survivor centred services across Gwent. The role will create opportunities for survivors of abuse to influence positive change within policies, procedures and practice relevant to the prevention and intervention of Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) across Gwent.</p> |
| 3.12 | <p><u>Victim Surveys</u></p> <p>For a number of months the force has been unable to conduct the number of surveys it required due to vacancies within the Telephone Survey team. Three of the four posts within the team have now been filled and we have re-commenced the survey work based on the following agreed crime types:</p> <ul style="list-style-type: none"> - Burglary (excluding sheds) |

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| | <ul style="list-style-type: none"> - Violent Crime - Harassment - ASB - Domestic Abuse (To be picked up by Survivor Engagement role) |
| 4. | <u>NEXT STEPS</u> |
| 4.1 | Training is to be delivered to all frontline officers via the force-training day, commencing in April 2020. |
| 4.2 | The Victims Performance Framework will be finalised and submitted to the Victims Board. |
| 4.3 | Findings of the initial 30 case Victims Code review will be submitted to the board and the MOJ. |
| 4.4 | The communication strategy will be finalised. |
| 4.5 | Detailed options appraisal will be submitted to the Service Improvement Board in January with the detailed Business Case scheduled for April board. |
| 4.6 | The force is attending a Minerva workshop of all Niche forces on the 20 th November to explore opportunities around how we can better use Niche to support victims and monitor compliance, particularly around the Victims Code. |
| 4.7 | A further victim focus group will be arranged and attendance widened to include all of Gwent. |
| 4.8 | The Victims delivery plan will be finalised and submitted to the Victims Board for views. |
| 4.9 | Once appointed the remit of the Survivor Engagement role will be agreed between the OPCC and Connect Gwent. |
| 4.10 | Results of the Victim Surveys will be reported to the Victims Board. |
| 4.11 | Recruit the fourth Victims Survey worker. |
| 5. | <u>FINANCIAL CONSIDERATIONS</u> |
| 5.1 | There are no financial considerations at this stage. |
| 6. | <u>PERSONNEL CONSIDERATIONS</u> |
| 6.1 | There are no other additional staffing requirements at this stage. |
| 7. | <u>LEGAL IMPLICATIONS</u> |
| 7.1 | There are no legal implications at this stage. |
| 8. | <u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u> |
| 8.1 | This project/proposal has been considered against the general duty to promote equality, as stipulated under the Strategic Equality Plan and has been assessed not to discriminate against any particular group. |
| 8.2 | In preparing this report, consideration has been given to requirements of the Articles contained in the European Convention on Human Rights and the Human Rights Act 1998. |
| 9. | <u>RISK</u> |
| 10. | <u>PUBLIC INTEREST</u> |

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| 10.1 | There are no public interest matters. |
| 11. | <u>CONTACT OFFICER</u> |
| 11.1 | David Broadway – Head of CJD & Information Services |
| 12. | <u>ANNEXES</u> |

For OPCC use only

Office of the Chief Constable

I confirm that the above Victims Board Update Report has been discussed and approved at a formal Chief Officers' meeting.

It is now forwarded to the OPCC for approval / Information / monitoring purposes.

Signature:



Date: 19/11/19

Police and Crime Commissioner for Gwent

I confirm that I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct.

The above request has my approval.

Signature:



Date:

26/11/19