

POLICE & CRIME COMMISSIONER FOR LEICESTERSHIRE

POLICE AND CRIME PANEL

Report of	POLICE AND CRIME COMMISSIONER
Date	WEDNESDAY 29th MARCH 2016 – 1:00 p.m.
Subject	VICTIM FIRST UPDATE

Purpose of Report

1. This report provides an update to Panel on the progress of the Victim First Service since the last report to panel on 22nd March 2016.

Recommendations

2. The Panel are recommended to note the contents of the report.

Background

3. From 1st October 2014 the majority of support services for victims began to be provided at a local level by Police and Crime Commissioners (PCC) replacing the previous model where services for victims were provided at a national level by government. This phased devolution required the PCC in Leicester, Leicestershire and Rutland (LLR) to commence delivery at a local level in October 2015.
4. Following a formal procurement process, Catch 22 were the successful bidder to deliver the bespoke "Victim First" model for LLR.
5. The Victim First service was formally launched at the King Power Stadium on 28th September 2015.
6. Victim First services have now been provided for 18 months and quarterly monitoring information has been provided to the OPCC, most recently for the period of October to December 2016.
7. In addition, an annual monitoring report was received by the OPCC in October 2016 covering the period of 1st October 2015 to 30th September 2016

Executive Summary

8. Headline figures indicate that, for the year 2015/2016, **9,434** cases came through Victim First. Of these, **6,849** received a basic support service with **2,030** receiving enhanced support. **423** did not respond to initial contact and in **132** cases incorrect recording of contact detail prohibited contact.
9. Satisfaction figures for the most recently reported quarter are now presented by focussing on closed cases. It was noted that this approach provides a more accurate picture of support

offered to victims. Furthermore, this approach allows Catch 22 to begin to more accurately capture victim satisfaction levels.

10. Headline figures indicate that for this most recent quarter, **3,358** cases were closed during the reporting period, of these **510** had received enhanced support from Victim First.
11. During the same quarter, **3,372** referrals were made to Victim First, of these, the vast majority of **3,159** came from Leicestershire Police crime reports. The remainder being made up of self/other agency referrals, with **41** duplicate referrals being included in the figures provided.
12. The OPCC additionally funds victim services for victims of sexual and domestic violence/abuse through the co-commissioned services provided by United Against Violence and Abuse (UAVA).
13. The Target Hardening Service which is currently delivered by 24/7 locks commenced on 1st January 2016. Target hardening services are provided to victims who have been referred to them through Victim First and UAVA.
14. The current contract with Catch 22 expires on 30th September 2017 and the OPCC is currently reviewing and considering the provision required beyond this date.

Performance of Service

15. Whilst a quantitative analysis does not fully reflect the quality of work being provided by Victim First it does allow the provision of measurable information.
16. The demographic headlines provided for the year 2015/2016 are (figures provided are based upon all cases where monitoring information was collected ie: excluding "unknown").
 - a. Gender: Those accessing enhanced support were 1010 females and 502 males.
 - b. Age: The most common age range for victims receiving Enhanced Support from us was 31-40 (315), followed by 41-50 (245) and then 19-25 (216).
 - c. Ethnicity: The most common recorded Ethnicity for victims receiving Enhanced Support from us was White British (273) or White Other (152), followed by Asian/Asian British: Indian (67), then Asian/Asian British: other (48)
 - d. Disabilities: most victims stated that they were not Disabled or preferred not to say. Of those victims who stated that they did have a disability, the most common was Mental Health Difficulties.
 - e. Religion: most victims receiving Enhanced Support were recorded as having No religion (257), followed by Christian (118), then Muslim (42) and Hindu (40).
 - f. Sexual Orientation: The vast majority of supported victims with a recorded Sexual Orientation stated that they were Heterosexual (517), followed by those who preferred not to say (73). Only 8 of the victims who received 'Enhanced Support' were recorded as Gay, 8 as Bisexual and 4 as Lesbian.
 - g. Communication Needs: Of victims receiving 'Enhanced Support' the significant majority of those with recorded communication needs are recorded as having No Need (1201)
17. Geographically during the year 2015/2016, Victim First supported more victims from Leicester City (50%) than the wider area of Leicestershire (48%) with Rutland representing the minority of referrals (2%).
18. The most popular type of support was recorded a telephone emotional support. The remaining most common support services provided throughout the year were Target Hardening referral, referral to UAVA, referral to a Mental Health Nurse or GP and Advocacy support.

19. The vast majority of victims receive support for no more than 2 days. The next most frequent time scale for enhanced support is 6 to 10 days, with longer periods of support proving less frequent but still useful when appropriate.
20. Victim First is actively engaging at a strategic level through representation on the following boards:
- Victim and Witness Partnership Assurance Group
 - LLR ASB Delivery Group
 - LLR Hate and Prevent Delivery Group
 - Hate Crime Scrutiny Panel
 - Young Adult Project (YAP) Delivery Group
 - Domestic Abuse Delivery Group
 - Sexual Violence Delivery Group (and operational sub-group: R2SV)
 - Local Reducing Reoffending Board
 - Victim Code of Practice (VCOP) Group
 - Leics Police Hate Crime Strategy Board

Victim Satisfaction

21. Each month Victim First randomly selects 50 cases from all the cases that have been closed during the previous month having received enhanced support. The data for these cases is sent to the Leicestershire Police Service Improvement Unit who make contact inviting them to take part in a survey.
22. The latest Quarterly Satisfaction Report is based on 26 responses, received from cases closed between October and December 2016. When asked to rate their whole experience of Victim First, 12 respondents were completely satisfied, 6 were very satisfied, 4 were fairly satisfied with the remaining 4 indicating that they were neither satisfied nor dissatisfied. Further information regarding the survey can be found at Appendix A

Financial Statement

23. Table 1 below sets out the annual costs of Victim First:

Financial Year	Victim First contract payment £
2015/16	523,109
2016/17	634,384
2017/18	307,849
Total	1,465,342

Service Enhancement Update

24. A new Needs Assessment and Support Plan was launched on 1st October 2016 providing a single plan to address all of the identified needs for each victim as opposed to multiple smaller support plans relating to each area of the Needs Assessment. Early indications are that this provides a much clearer picture of required support and allows more holistic support.
25. The Victim First Team have continued to enhance partner and community engagement with a view to increasing self and third party referrals. A table of activities can be found at Appendix B
26. Further and refresher training has been provided to the Victim First staff members regarding the way people are initially engaged over the phone with a view to increasing the take up of more in depth support. In particular, case workers have been reminded to summarise agreed support plans at the end of the initial call to provide victims opportunity to suggest any additions to the plan. The telephone greeting message has been refreshed to make it more "user friendly".

27. The Victim First team have continued to raise awareness of the use of Restorative Justice as evidenced in the table of activities referred to at (25) above and found at Appendix B
28. The Customer Satisfaction Survey process has been reviewed by the Victim First Team and the Leicestershire Police Service Improvement Unit at which time further questions were added to enable the team to better gauge the impact the service has on helping victims to feel better about the incident. Additional questions were included to relate to the wider Victim First experience allowing better analysis of service delivery by the team Administrative Data Analyst.
29. The independent advisory group, inclusive of academics and victims (including of anti-social behaviour), has been set up. It provides check and challenge to the Victim First service and supports changes and developments ensuring that significant changes to service delivery are victim informed.
30. Victim First have implemented a range of quality assurance processes since the inception of the contract. Quality assurance is considered at each quarterly monitoring meeting and has ensured the continued provision of a quality, victim's code compliant service.

The Future of Victim First Provision

31. It is anticipated that there will be further devolution of victim service provision from central government to include specific categories that have thus far been retained for direct MoJ funding and governance.
32. The current contract with Catch 22 expires on 30th September 2017 with the potential for a minor extension of up to 6 months (if required to allow for the proper planning and implementation of replacement provision). The OPCC is currently considering what provision will be made beyond cessation of this contract with the review/analyse stages of the commissioning cycle underway. This work is being undertaken by the OPCC in a collaborative and participative manner and will inform the PCC's decisions about how to continue providing a comprehensive service from October 2017 and into the future.

Implications

Financial:	None.
Legal:	None.
Equality Impact Assessment:	None.
Risks and Impact:	None identified.
Link to Police and Crime Plan:	This work is central to the Supporting Victims and Witness strategic theme and has linkages with the other themes.

List of Appendices

Appendix A: Victim Satisfaction Quarterly Figures
 Appendix B: Partner and Community Engagement Activity

Background Papers

None.

Persons to Contact

Insp 4606 Rebecca Horsfall
 Tel: 0116 248 7799, email: rebecca.horsfall@leicestershire.pnn.police.uk

Mr Simon Down – Commissioning Manager.
 Tel: 0116 229 8704, email: simon.down@leics.pcc.pnn.gov.uk