

For Information	
Public/Non Public*	Public
Report to:	Strategic Resources and Performance Meeting
Date of Meeting:	7th March 2019
Report of:	Nottinghamshire Victim CARE Service
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Agenda Item:	3

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

Nottinghamshire Victim CARE Service

1. Purpose of the Report

- 1.1 To provide an overview of the Nottinghamshire Victim CARE Service, commissioned by the Nottinghamshire Office of the Police and Crime Commissioner. To update the PCC on outputs and outcomes achieved by the Nottinghamshire Victim CARE Service.

2. Recommendations

- 2.1 To note the report.

3. Reasons for Recommendations

- 3.1 The report is provided for information only.

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

- 4.1 Victim CARE opened as a new service for victims of crime in Nottinghamshire in January 2017, commissioned by the OPCC and delivered by Catch22. The service was commissioned to provide support for victims of all ages for all crime apart from Domestic and Sexual Violence. The team also included provision for victim initiated Restorative Justice Interventions.
- 4.2 From January 2017 to December 2018 the service received 16,707 referrals – the majority of which come from Nottinghamshire Police, referring a victim soon after the crime is reported.
- 4.3 In that same period we received 449 self-referrals into the service. The number of self-referrals have steadily increased during the time we have been in operation, due to our increasing outreach across the county. This is something we are hoping to see increase further as we launch the new website, enabling us to publicise our services even further.
- 4.4 Out of all of our referrals we have provided support to 7,803 victims, and undertaken longer-term intensive support with 2,566 of those.

- 4.5 In terms of the actions we have undertaken with the longer term cases we have supported, from January 2017-December 2018, we have delivered:
- 1,614 Instances of advocacy
 - 5,148 Phone support calls
 - 7,613 Emotional support sessions
 - 175 Community visits
 - 925 Target Hardening items
 - 747 Home visits
 - 1,222 instances of Information and Advice
 - 51 Criminal Injuries Compensation Authority (CICA) applications supported
- 4.6 In the same period we have received 497 referrals to our Restorative Justice (RJ) team. Out of these referrals we have delivered 10 interventions which have comprised 5 face to face conferences and 5 letters written. 31 cases were closed following a 'restorative conversation' – where the victim is interested in RJ but the intervention isn't possible, they talk through what they'd ask the Offender with the RJ Practitioner instead. We have had to close 127 cases due to the victim withdrawing from the process either directly, or through non-engagement. A further 77 cases were closed due to a lack of information on the Offender.
- 4.7 The uptake for RJ has been significantly lower than we'd expected, and we have found increasing our conversion rate to be a challenge, especially due to the number of referrals we were receiving that were very early on in the investigation process (and therefore gave no indication of whether there would be a suspect charged). Having looked at how more successful areas gather referrals, we worked closely with the Witness Care Unit (WCU) and as of October 2018, we have a member of staff based there for a couple of days each week to process more appropriate referrals for our team. We have also implemented a similar process with the local Youth Justice Service (YJS) in the city. Through these new processes, as of January 2019 we have a further 7 cases being prepared for a RJ intervention.
- 4.8 In addition to this work, we have also developed an RJ engagement plan, in conjunction with the work of our Engagement Officer, in order to link RJ in with our Community Points and our community outreach. The RJ team have also been attending training sessions with the Police Prison Handling team in the city to increase direct Police RJ referrals.
- 4.9 Since introducing our Victim Self-Assessment, to measure the new Ministry of Justice (MoJ) outcomes for victims, in April 2018, we have reported in each successive quarter a need level of Improved or Sustained of over 95% across all victims supported, in each of the four areas in the MoJ framework – health and wellbeing; ability to cope; increased feelings of safety, and better informed and empowered.

- 4.10 Similarly, from April 2017 to December 2018 out of all closed cases surveyed, 98% were completely satisfied with the service received; 97% would use our service again, and 98% would recommend the service to a friend.
- 4.11 A significant element of our new model is our work developing the Community Point programme. This was intended to extend support for victims who might be 'hidden' from existing outreach, or find it difficult to access support through traditional routes, for example the Police or other statutory organizations.
- 4.12 The Community Points are local organisations that have signed up to work with Victim CARE to support victims that they may come across in their own communities through the work they already do day to day. To date, we have engaged with over 100 community organizations in our bid to expand our reach and develop the programme.
- 4.13 Establishing this project has been challenging, and we found that it had taken longer than anticipated to reach our initial projected reach. However as of January 2019, we have 29 Community Points established across Nottinghamshire (including 60 county libraries), with at least one point in every borough or district, city and county – see appendix A for complete list of Community Points.
- 4.14 We held our inaugural Community Point event in December 2018, attended by the Police and Crime Commissioner, which brought together many of our Community Points to discuss how we can develop the programme, and to hear about our funding opportunities we were opening up for all of our Community Points.
- 4.15 We receive regular referrals from our Community Points, most notably RedThread – a youth violence intervention programme – who's project manager recently provided very positive feedback on our partnership – **'You have been outstanding with your support to young people who have achieved some fantastic outcomes since working with our services. Furthermore you have helped us settle in as a new service and provided us with advice and support when needed. It has really been so refreshing as a new service not to face any hostility but to be greeted with thanks and support and it makes our team 100% confident in referring into your service knowing young people are not going to be let down.'**
- 4.16 In addition to the work our Community Points do themselves, we also support a number of them by holding regular drop-in sessions which give their service users the opportunity to access on the spot support there from a trained Caseworker or have a referral taken for support at a different time. Alongside this, we also partner with other organizations such as Community Protection in the city, or the Broxtowe community safety team, to add value to surgeries in vulnerable communities, giving them a 'one-stop-shop' approach to their support offer.
- 4.17 A significant challenge for our service since the start has been our use of Case Management System. We have struggled to extract meaningful performance

data from ECINS in particular (due to limited reporting options inherent in the system), and had experienced technical difficulties with Invictus – the system we use to process initial referrals for contact. Having explored the options used across the rest of Catch22 for similar contracts, we found that a system called Halo best matched our requirements. Additionally, its recent reconfiguration to act as a Case Management System for our newest victim service in Hertfordshire, and the positive feedback from their team led us to propose a move to using this system. As of February 2019, we are in the process of transferring our data to the new system and looking to launch our new CMS officially in April 2019.

- 4.18 Some of our other key challenges have been in our referrals from Nottinghamshire Police – in getting correct information, ensuring that Police are asking all victims in accordance with VCOP, and especially ensuring that all victims of Hate Crimes are appropriately referred to our service.
- 4.19 We have undertaken a number of measures to correct these issues. We have worked closely with Police victim lead to develop marketing materials that are more portable for Officers, shared data to compare referrals to highlight gaps (with Hate Crime cases), and developed and delivered training for all new officers.
- 4.20 In addition to this, we have developed an app for all Police mobile devices with information on our service and how to refer. There is also a plan to roll out extensive internal communications across the force intranet to make officers aware of this, but also use it as an opportunity to refresh knowledge of our service and what we offer.

5. Financial Implications and Budget Provision

- 5.1 The Victim CARE contract provided by Catch 22 runs from November 2017 to March 2020 with the option to extend for a further 2 years.

6. Human Resources Implications

- 6.1 None

7. Equality Implications

- 7.1 Victim CARE will work with any victim who requests support. Victim CARE are also actively engaging with community groups in hard to reach areas to extend the support available to all.

8. Risk Management

- 8.1 Quarterly contract meetings are held between Nottinghamshire Victim CARE and the Office of the Police and Crime Commissioner to monitor progress against planned delivery.

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

- 9.1 This commissioned service is able to help deliver one of the main priorities within the Police and Crime plan – Helping and Supporting Victims. In line with the Plan the service will help more victims cope and recover as well as improving pathways of support and engagement for victims.

10. Changes in Legislation or other Legal Considerations

- 10.1 None.

11. Details of outcome of consultation

- 11.1 None.

12. Appendices

- 12.1 Appendix A is a breakdown of the Community Points

CITY
Emmanuel House
Community Protection
Bulwell Healthy Living Centre
Nottingham City Homes
Improving Lives
University of Nottingham
Notts Deaf Society
The Vine Community Centre
Nottingham Women's Centre
BROXTOWE
Middle Street Resource Centre
Broxtowe Citizens Advice Bureau
GEDLING
The Ark
RUSHCLIFFE
Rushcliffe Council Community Safety
Rushcliffe Council Contact Points
Bridges Community Trust
MANSFIELD
Portland College

Mansfield Woodhouse Community Development Group
West Notts College
ASHFIELD
Our Centre
Ashfield Citizens Advice Bureau
NEWARK AND SHERWOOD
Newark and Sherwood Homes
Newark and Sherwood Citizen's Advice Bureau
Newark and Sherwood District Council
BASSETLAW
Centre Place
Bassetlaw MIND
Working Win
COUNTY WIDE
Inspire Libraries
Nottingham Mencap
RedThread

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.