



Putting victims first in County Durham and Darlington

Police and Crime Panel

10 January 2019

Focused Report on Police, Crime and Victims' Plan
Outcomes

Outcome 2: 'Victims and the Vulnerable Feel Supported'

Outcome 1

Outcome 2

Outcome 3

Outcome 4

KPQ1

KPQ2

KPQ3

KPQ4

KPQ5

KPQ6

KPQ7

KPQ8

12 Priorities – Cross Cutting

KPQ3: How well are Victims Supported to Cope and Recover, and Engage in Criminal Justice Processes?



“Too often victims are let down by the system because they are passed from one agency to another and not properly supported. This has an impact both on their ability to cope and recover from crimes, and on the likelihood of justice being done”

- Annual Report of the PCVC for County Durham and Darlington
2017/18



Putting victims first in County Durham and Darlington

KPQ3: How well are Victims Supported to Cope and Recover, and Engage in Criminal Justice Processes?

Local Criminal Justice Partnership (LCJP)

County Durham and Darlington Victim and Witness Group

Identified outcomes for the group are to ensure that victims and witnesses are able to cope and recover from their experience and that they are able to engage with the CJS in a positive way.

The Group has five priority work-streams.

The Victim's Journey

Performance Framework Review

Restorative Justice

Young Victims of Crime

Victims of Sexual Violence

Victim and Witness Group priority work-streams



KPQ3: How well are Victims Supported to Cope and Recover, and Engage in Criminal Justice Processes?

Criminal Justice Victim Liaison Officer (VLO)

Funded by me, through the Victim Care and Advice Service (VCAS), the VLO works in partnership with relevant criminal justice agencies to help ensure that a victim's voice is heard, that they feel safe, and that they are kept informed about the progress of their case.



KPQ3: How well are Victims Supported to Cope and Recover, and Engage in Criminal Justice Processes?

The Whole System Approach to Domestic Abuse

Tackling and preventing domestic abuse is a priority for me.

My office works with the Constabulary on this through ‘The Whole System Approach’ – a collaborative project across eight police force areas, and one that seeks to transform domestic abuse services, deliver lasting change, positive outcomes for victims, and meaningful consequences for perpetrators.

MATAC

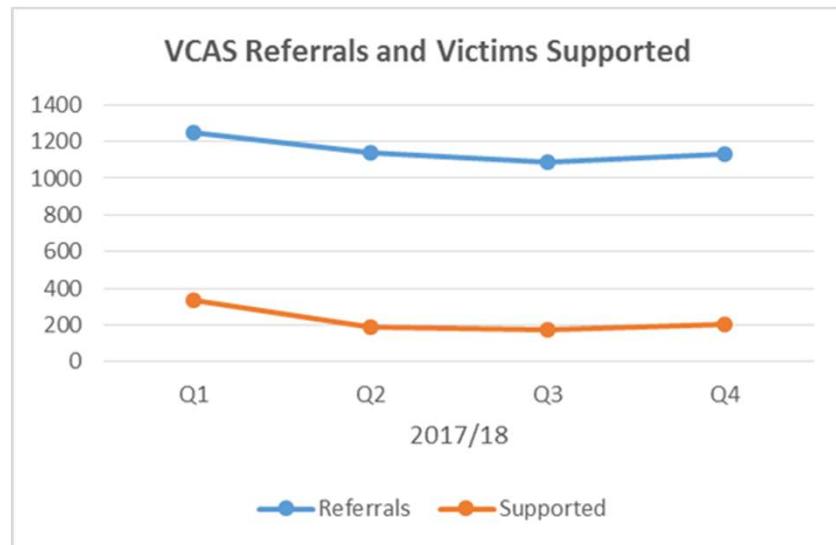
Child and
Family Court
Liaison Officer

Domestic Abuse
Innovations
Team

Examples of Whole System Approach work



KPQ3: How well are Victims Supported to Cope and Recover, and Engage in Criminal Justice Processes?



Victims referred to and supported by VCAS

Support for Victims

Not all victims of crime want or need support. Of those who do, however, having a service and specialised services to help victims cope and begin to recover is vital.

All victims of crime who need support should receive it.

Victim Care and Advice Service (VCAS)

Commissioned by me and the PCC for Cleveland, supporting victims to cope and recover. Work to look at the new specification for the contract's end in 2020 has begun.

KPQ3: How well are Victims Supported to Cope and Recover, and Engage in Criminal Justice Processes?

Examples of Specialist Support for Victims

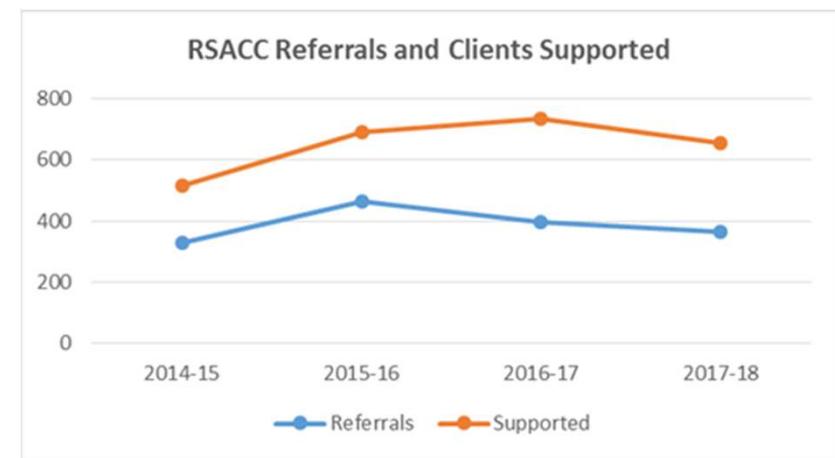
Rape and Sexual Abuse Counselling Centre (RSACC)

RSACC is a charity which provides free and confidential counselling and advice for women and girls who have been raped, sexually abused, or have suffered domestic abuse.

I have increased ISVA provision for victims in Durham through RSACC.

Sexual Assault Referral Centre (SARC)

The SARC offers forensic medical examination, advice, support, counselling and sexual health screening for people in County Durham and Darlington who have experienced rape or sexual assault.



Victims referred to and supported by RSACC

681

Attendees of the SARC in 2017-18

KPQ3: How well are Victims Supported to Cope and Recover, and Engage in Criminal Justice Processes?

Hate Crime Advocacy Service (HCAS)

HCAS, something I commission, works directly with victims and witnesses of hate crimes and incidents to help them through the process of prosecution.

HCAS employs Advocates with expertise in discrimination on the grounds of race, faith, disability and sexual orientation. They can help the victim have a voice in the criminal justice system, so that offenders are brought to justice.

It can also help them to cope with the crime to which they have been subjected.



KPQ3: How well are Victims Supported to Cope and Recover, and Engage in Criminal Justice Processes?

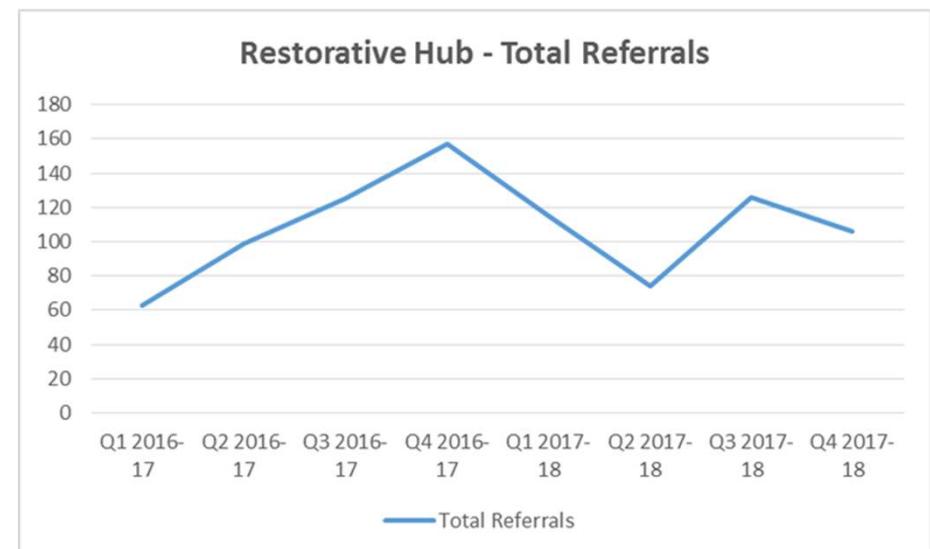
Restorative Justice (RJ)

The RJ Hub

Works with victims and offenders through restorative justice.

Supports victims by giving them the chance to communicate with the offender in the aftermath of a crime.

Allows victims to have a voice in the criminal justice process, offering them a chance to get the answers or explanation they deserve.



RJ Hub referrals

KPQ3: How well are Victims Supported to Cope and Recover, and Engage in Criminal Justice Processes?

Examples of Scrutiny

Rape Scrutiny Panel

The North East Regional Violence Against Women and Girls (VAWG) strategy has a priority to establish scrutiny panels which consider a selection of cases where prosecutions either did not happen, or failed in court.

The 2017 report highlighted both points of good practice and made seventeen recommendations. The recommendations made in the report are monitored by the Panel, and members request regular updates throughout the year. The 2018 report will give an update as to progress made against recommendations.

KPQ3: How well are Victims Supported to Cope and Recover, and Engage in Criminal Justice Processes?

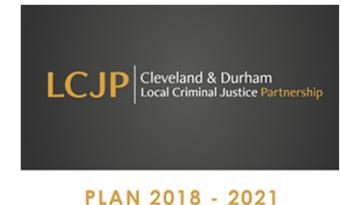
Domestic Abuse Scrutiny Panel

Aim is to improve the performance of the police in the investigation of domestic abuse cases and the support offered to victims.

The Panel is independent of the Police, reviewing Police investigations into Domestic Abuse cases across County Durham and Darlington where there wasn't a prosecution.

Root Cause Analysis Groups

Established at the request of the LCJP's Victim and Witness Group for County Durham and Darlington. Aims to strengthen the work of the Victim and Witness Group to enable that group to identify issues within the current system – to aid commissioning, and to deliver improvements.



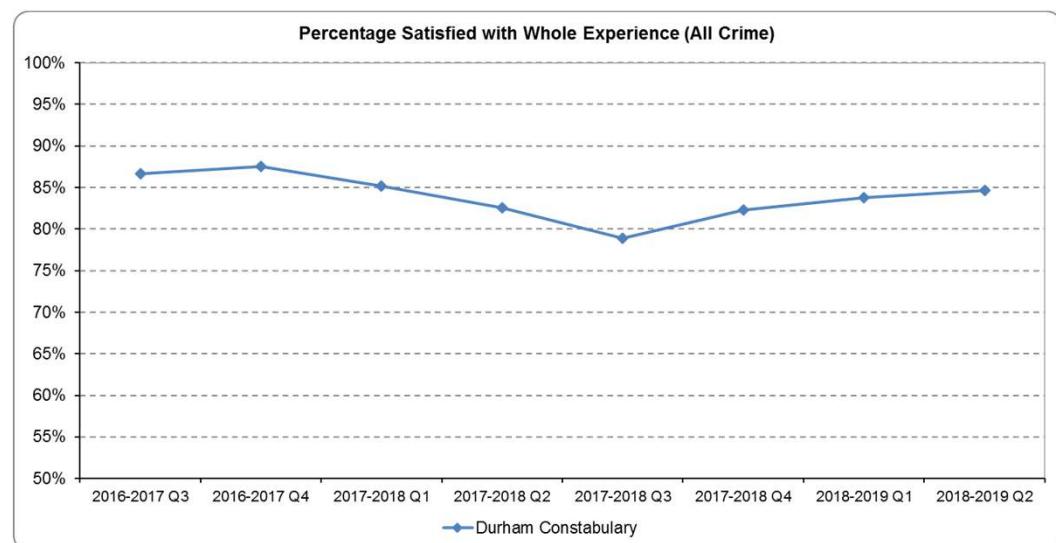
KPQ3: How well are Victims Supported to Cope and Recover, and Engage in Criminal Justice Processes?

Victim Satisfaction

Recorded victim satisfaction has fallen recently.

Durham's action plan to address this includes actions to raise awareness, through training, for all frontline officers, and input for probationers on victims; IT fixes where they are needed; and identifying gaps in the provision of victim services.

This is something I will be holding the force to account over through the Total Victim Care Group.



Victim satisfaction with 'Whole Experience'

KPQ4: How well are Vulnerable People Supported?

KPQ4: How well are Vulnerable People Supported?

Mental Health

Police Recorded Incidents

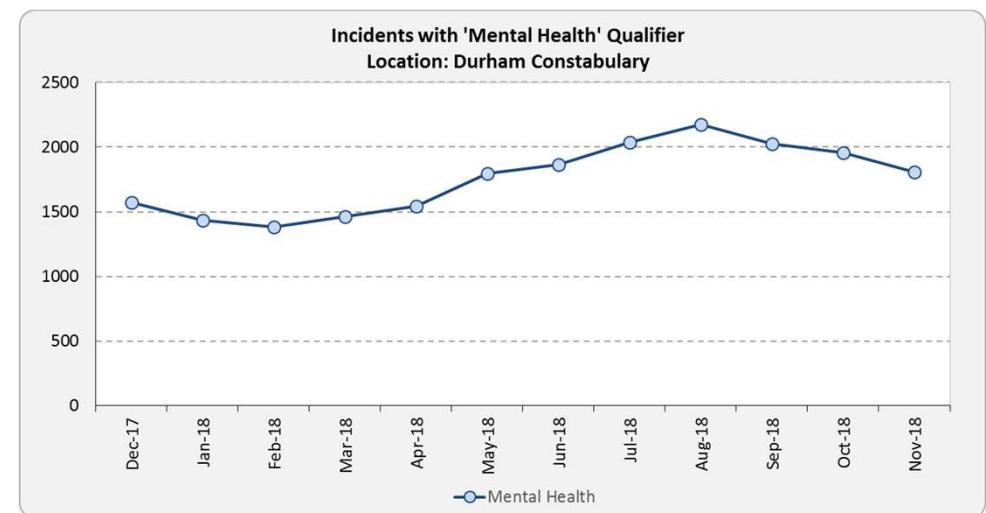
The number of mental health incidents recorded by the police has increased significantly.

- Work by the Constabulary to improve staff understanding of mental ill-health and general raised public awareness
- Genuine rise in demand, partly as a consequence of reduced capacity in other emergency services

Partners other than the police play a critical role with regard to preventative work in relation to mental ill-health.

Recorded Suicides

The number of recorded suicides fell slightly between 2015 and 2017 both nationally and across Durham and Darlington.



Police recorded incidents with a mental health qualifier

KPQ4: How well are Vulnerable People Supported?

Street Triage

The Street Triage Team provides a service to assist Durham Constabulary staff with their decision-making if they have concerns regarding someone's mental health.

At the first point of contact with the police, the service provides professional advice, liaison, tele-triage and response through the deployment of the Street Triage Team.

Having this direct access to trained mental health professionals can prevent a crisis from developing and the incident escalating.



KPQ4: How well are Vulnerable People Supported?

Educate and Raise Awareness of Sexual Exploitation (ERASE)

The ERASE team focus on Child Sexual Exploitation – as well as on missing children, given this can be an indicator that a child is at increased risk of sexual exploitation.

Herbert Protocol

A scheme which will see family, friends, and care providers working together not only to prevent vulnerable adults going missing but to improve responses for locating them if they do.

Philomena Protocol

Encourages carers, staff, families and friends to compile useful information which could be used in the event of a young person going missing from care.



KPQ4: How well are Vulnerable People Supported?

Hate Crime

Joint Hate Crime Action Group and Plan

In July 2018, the Joint Hate Crime Action Group held a conference attended by 120 across County Durham and Darlington. 20 workshops were held to generate ideas to include in a new Hate Crime Action Plan.

The Action Plan is available on my website, and has six actions to be implemented over the next year.

A communications strategy

A review of reporting mechanisms and pathways

A review of how organisations share intelligence

A review of the use of evidence to ensure prosecutions

Map the support for victims and identify gaps

understand the issue of incitement in relation to 'disability hate crime', and the common connections between 'disability hate crime' and 'crimes against disabled people'

Joint Hate Crime Action Plan Recommendations

KPQ4: How well are Vulnerable People Supported?

Support for People Who Are Vulnerable

Vulnerability Intervention Pathway (VIP)

The VIP Navigator Service works with adults with particular needs that require multi-agency support. The initiative is council-led and police representatives work with partners, including on the VIP Programme Board and Tactical Group.

Community Peer Mentors

A project which aims to reduce the pressure on frontline emergency services by engaging with and supporting people who feel they are vulnerable owing to ASB, neighbour disputes, or crime.

Engages with those who make frequent calls, helping reduce the severity and/or frequency of these calls. As a project it is now active across the whole of Durham Constabulary with area coordinators in place.

