



The Victims' Champions

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The Victims' Champions



- ▶ Born from the need to put victims first and provide victim centric services
- ▶ Three Champions approved as part of the Police and Crime Plan - appointed December 2021
 - ▶ Anti-Social Behaviour - Andrea Patterson
 - ▶ Crime - Michael Banks
 - ▶ Domestic Abuse - (Vacant)

The Victims' Champions

- ▶ Cover whole of County Durham and Darlington
- ▶ All three Champions from professional backgrounds in Police and/or Local Government and have extensive local and National experience
- ▶ Each Champion has had a difference approach based on the needs of victims
- ▶ Each Champion has a different delivery plan to underpin the Police and Crime Plan - targeted and prioritised approach



The Victims' Champions



- ▶ Work alongside Police and Crime Commissioner as Independent Champions for victims
- ▶ Support the Police and Crime Commissioner in her Victims' Commissioner role
- ▶ Ensure Victims' voices are 'heard' - (NOT CASEWORK)
- ▶ Victims' 'lived experience' informs planning, policies and commissioning of services
- ▶ Triangulates emerging themes with Community Safety Partnerships, Criminal Justice Agencies, elected members and other partners
- ▶ Assesses compliance with Victims' Code of Practice
- ▶ Liaises with Victims' Commissioner and other national agencies for good practice

THE CHAMPIONS DO NOT DEAL WITH OPERATIONAL MATTERS

Context - Being Victim Led

- ▶ *Ministry of Justice Victims' Strategy 2018* - victims will be understood, protected and supported throughout criminal justice journey
- ▶ *Victims' Commissioner* - information and communication; procedural justice; multi-agency working; and, professionalised services
- ▶ *Durham Constabulary* - inspiring confidence in victims; giving victims a voice; delivering an excellent service
- ▶ *Local Criminal Justice Partnership* - an end to end service for supporting victims and witnesses to cope, recover and participate
- ▶ *Police & Crime Commissioner* - putting victims first is the golden thread of the Police and Crime Plan; consulting victims in setting policing priorities; commissioning services; ensure compliance with Victims Code Of Practice
- ▶ *His Majesty's Inspectorate of Constabulary & Fire & Rescue Services/Crown Prosecution Service / Probation Service - joint inspection* - How effectively the criminal justice service meets the needs of victims



Emerging themes - Crime

- ▶ Communication; explanation of investigative process and Criminal Justice Service
- ▶ Consistency, empathy, reassurance and support
- ▶ Choice
- ▶ Re-listing = re-traumatising
- ▶ Getting to and being at court
- ▶ Victim Impact Assessments

Emerging Themes - Anti-Social Behaviour

- ▶ Confidence to report incidents
- ▶ Knowing where to report incidents
- ▶ Communication and response times
- ▶ Explanation of investigative process and action
- ▶ Consistency, ongoing communication, empathy, reassurance and support
- ▶ Perception of lack of action by agencies
- ▶ Empathy with the Force over competing demands, lack of resource, ability to react
- ▶ Victim impact from repeat incidents

New Anti-Social Behaviour Strategy

Eight principles:

- ▶ 1. Working in Partnership
- ▶ 2. Champion the Victims' Voice
- ▶ 3. Provide the Best Victim Experience
- ▶ 4. Provide Victim Centric Community Trigger & Community Remedy Processes
- ▶ 5. Implement Preventative Measures
- ▶ 6. Make full use of tools and powers
- ▶ 7. Maximise use of digital technologies
- ▶ 8. An Inclusive Approach

VISION: Improving Lives through tackling anti-social behaviour
Eight Principles

1. Working in Partnership

Commitment to work with partners to tackle ASB

Sign up to a joint memorandum of understanding

Sign up to joint ASB Strategy

To include joint strategic objectives in partner ASB delivery plans

Promote Joint problem solving

Promote good news stories across the partnership

Joint training and workshops for officers dealing with anti-social behaviour.

2. Champion the Victims' Voice

Work with Victims' Champions and Victims Commissioner

Consult with victims to ensure lived experiences are taken into account

Place victims at the centre of service delivery

Customer Service feedback & satisfaction to inform policy, planning and delivery of services

3. Provide the Best Victim Experience

Provide clear and consistent information signposting

Provide a range of methods for victims to report ASB

Provide clear communication to victims

Provide clear referral pathways for victims

Aspire to a single front door entry to report ASB

Provide a victim Advocacy Service

Promote how to report ASB and to where

4. Provide Victim Centric Community Trigger & Community Remedy Processes

Promote the local threshold and community trigger process

Enable victims to attend case reviews

Consider victim impact

Appoint independent Chairs at Case Reviews

An independent appeals process with the PCC

Provide a community remedy and restorative justice service

Publish Community Trigger Statistics Annually

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5. Implement Preventative Measures

Promote local problem solving

Promote and undertake diversionary activities

Undertake crime prevention

Engagement and Education

Co-commission services

Access funding opportunities

6. Make full use of tools and powers

Provide staff training across the partners on tools and powers

Appoint lead agencies to take ownership where there is joint responsibility

Provide an incremental process of escalation to inc: Early Intervention, Support & Enforcement

Facilitate better use of the powers granted to the Courts

7. Maximise use of digital technologies

Broaden the digital service offer

Commit to data sharing

Use a common reporting framework and where possible common software

Ensure services place victims at the centre of what they do

Use technology to analyse and evaluate service provision and allocate resources

Continually improve customer experience e.g. Improve call handling response times

8. An Inclusive Approach

Rural proofing to ensure rural communities are not disadvantaged

Provide Social Value

Undertake Equality Impact Assessments

Prioritise areas of high deprivation and need

Take into account impact on health and well-being

Next Steps

- ▶ Targeting key areas - data driven, intelligence led e.g. left behind towns & anti-social behaviour hotspots
- ▶ Introduce revised Community Trigger Process
- ▶ Transparency through new Police and Crime Commissioner led “Anti-Social Behaviour” scrutiny panel
- ▶ Embedding Victim ‘lived experience’ feedback
- ▶ Champions’ Annual Report

QUESTIONS



Thank you for listening.

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