



Victims' Champions Update

Michael Banks – (Crime)

Andrea Patterson – (ASB)

Tonya Pattison – (Domestic Abuse)



Re-Cap

- ▶ Three Champions (ASB, Crime & Domestic Abuse)
- ▶ Born out of the need to put victims first, which was embedded at the heart of the Police and Crime Plan
- ▶ Works alongside Police and Crime Commissioner as an Independent Champion for victims to provide support to the PCC in her Victims' Commissioner role
- ▶ Work at a strategic level both locally and Nationally on behalf of victims
- ▶ Liaises with Victims' Commissioner and other National Agencies for good practice
- ▶ Capture Victims' Lived Experience using a range of methods
- ▶ Act as the Independent voice of victims to ensure victims' voices are heard
- ▶ Shape policy, planning and commissioning of service delivery and victim support

Michael Banks Victims' Champion (Crime)

- ▶ Role of Victims Champion (Crime)
– The Voice of the Victim
- ▶ Key Deliverables and Service Improvements 2024
- ▶ Lived experience informs planning, processes, policies and commissioned services
- ▶ How is this achieved?



01

RAISE

awareness through
using victim lived
experience

02

RESPOND

allowing agencies
to respond locally

03

REFORM

where required the
PCC will seek
reform

The Three R's Model

CRIME

- ▶ Victims' Voices accounts
- ▶ Common themes



Raised Awareness

- ▶ Root Cause Analysis
- ▶ Local Criminal Justice Board
- ▶ Victims Hub
- ▶ Total Victim and Witness Care Group
- ▶ Commission reviews: Harassment; Stalking; Coercion and Control
- ▶ Victim and Prisoners Act 2024
- ▶ Aggregation of Marginal Gains

Respond Locally

- ▶ Lobby Government Ministers; Government Departments; Judiciary; DPP
- ▶ Victim Impact Assessments; Court backlogs; HMCTS Inspectorate; Harassment; Abuse of process

Reform

Andrea Patterson Victims' Champion (ASB)

- ▶ Role of Victims Champion (ASB) –
The Voice of the Victim
- ▶ Lived experience informs planning,
processes, policies and
commissioned services
- ▶ Key Deliverables and Service
Improvements



Andrea Patterson

Poor Reporting & Communication

Repeat victims were reporting incidents to the Police even if it wasn't a police responsibility

Nearly all victims were reporting by phone for ASB Personal and Nuisance

Environmental ASB was being reported to the Police unnecessarily

Average 5000 101 ASB logged calls per quarter



ASB

Raised Awareness

1

Reduce the
number of
repeat victims

2

Increase and
improve
reporting

3

Improve
Victims
journey

4

Increase
public
confidence

Goals

- ▶ ASB Strategic Group – exemplary partnership to bring everyone together
- ▶ CSPs new Strategic Plans - Joint ASB Strategy - 8 Principles adopted by both CSPs - Single Points of Contact (SPOCs)
- ▶ One approach to tackling ASB – three step process including Case Review Process
- ▶ Increased engagement from Housing and Health Partners
- ▶ New Interactive Signposting Tool
- ▶ Online chat and online reporting through Single Online Home
- ▶ Increased call handlers – specialists in the call centre
- ▶ Tagging ASB victims at first point of contact to track repeat victims
- ▶ Salesforce – Improving the Victims Journey via Customer Relationship Management
- ▶ One to one Victim Support for ASB Victims through Community Peer Mentors
- ▶ Don't suffer in Silence Campaigns & Community Engagement
- ▶ Hotspot Patrols through Trailblazer

ASB



Respond Locally

ASB

- ▶ More reporting to the right agency, first time
- ▶ Improved victim satisfaction levels
- ▶ Significant reduction in ASB environmental calls to Police
- ▶ Increased reports of ASB Personal
- ▶ Increased take up of Case Review
- ▶ Focus on Neighbourhood Policing and Preventative Work
- ▶ Victims at the heart of Partner Delivery Plans including the Chief Constable's Delivery Plan - clear commitments to victims



Respond Locally

Continue to Lobby Government Ministers, Government Departments, APPGs and work with Victims Commissioner to seek reform. Examples include:

- ▶ Issues with Courts and Sentencing
- ▶ Case Review – national threshold
- ▶ Housing Reform – changes for landlords and
- ▶ Hansard Debate on Fly Tipping
- ▶ Off-Road Bikes – lobby for changes in registration

Reform

What do the victims think?

“I was given the wrong information, poor information and time delays make you feel like a victim of the process”

“the case review has been a life saver, finally someone listened to me”

“the housing provider was useless and it wasn’t until you helped we got action”

“my life wasn’t worth living, but now that has changed”



Tonya Pattison Victims' Champion (Domestic Abuse)

Role of Victims Champion (Domestic Abuse) - The Voice of the Victim

Lived experience informs planning, processes, policies and commissioned services

Key Deliverables and Service Improvements

DOMESTIC ABUSE

Sharing Lived
Experience
accounts to
humanise issues.

Raise an
awareness of
survivor
perspectives.

Promote a culture
of understanding,
prevention and
action.

Raised Awareness

DOMESTIC ABUSE

Addressing Specific Needs, gaps and concerns raised by victims/survivors and community stakeholders.

Engagement with commissioned services

Feedback from local survivors

Strengthening local partnerships

Community engagement

Addressing trust and accountability

Respond Locally

Lobby Government Ministers and liaise with the victim's commissioner and local authority

Address systemic gaps

Multi Agency reform

Victim centred system reform

Reforming public perception and language

Building data-informed sustainable reform

DOMESTIC ABUSE

Reform

QUESTIONS

Contact:

General.enquiries@durham-pcc.gov.uk

Tel: 0191 3752001

www.durham-pcc.gov.uk

