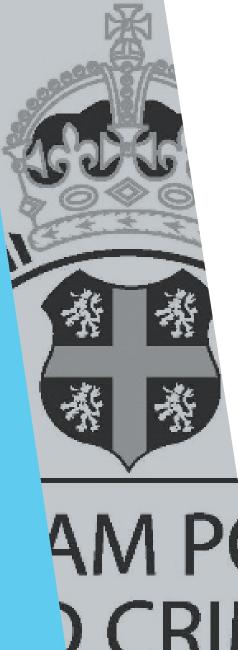


# Victims' Champions Update

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



- 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





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





#### 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



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

ASB

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

# Poor Reporting & Communication

Environmental ASB was being reported to the Police unnecessarily

Average 5000 101 ASB logged calls per quarter

#### **Raised Awareness**





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**





- 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





# ASB

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"

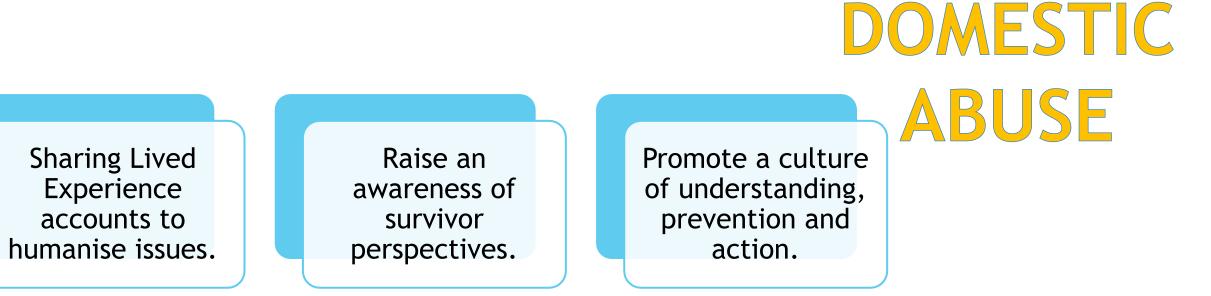


Tonya Pattison Victims' Champion (Domestic Abuse)

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



#### **Raised Awareness**

| Addressing Specific<br>Needs, gaps and<br>concerns raised by<br>victims/survivors and<br>community stakeholders. | Engagement with<br>commissioned services | Feedback from local<br>survivors    | DOMESTIC<br>ABUSE |
|------------------------------------------------------------------------------------------------------------------|------------------------------------------|-------------------------------------|-------------------|
| Strengthening local<br>partnerships                                                                              | Community engagement                     | Addressing trust and accountability |                   |



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

#### Reform

# DOMESTIC ABUSE

#### QUESTIONS

Contact:

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#### DURHAM POLICE AND CRIME COMMISSIONER'S OFFICE