



Making it easier for victims and witnesses to receive the support they need



October 2019

## STRATEGIC OUTCOMES

- Victims and witnesses are satisfied with the services provided
- Victims and witnesses able to cope and recover effectively – appropriate services at appropriate time and level
- Victims and witnesses are protected from further harm
- Victims and witnesses are better able to help themselves

## ACTIVITY SINCE LAST REPORT

- The tender submission closing date for the Gateway, Restorative Justice and Business Crime Service is 4 October 2019. Submissions will be moderated over a two week period.
- The Sexual Assault and Abuse Support Service pilot for family members and significant others has received 25 referrals (21 Stoke-on-Trent, 2 Stafford and 2 Cannock) in May/June 2019.
- 13,441 referrals into Victim Gateway between 1 April and 30 June 2019. 11,412 received information and advice. 4,693 accepted an offer of support and triage. 1,554 were eligible for onward referral to a specialist service.
- 952 businesses were contacted by the Business Crime Advisor between 1 April and 30 June 2019. Half accepted support.
- 61 referrals to the Restorative Justice Hub between 1 April and 30 June 2019 from the Gateway, Police, self-referrals and Probation Service.
- Tender scoring and provider interviews for the Modern Slavery Support Service has taken place.
- Force victim satisfaction survey has been approved.
- \*\*\* referrals into New Era between 1 Oct 18 and 31 Feb 2019. Peer support programmes are now being rolled out.
- During the quarter to 30 June 2019, 1,413 referrals were received by New Era's domestic abuse victim service and 76 by the perpetrator service. 1,369 face-to-face appointments with adults and 484 with children and young people were undertaken.

## PLANNED ACTIVITY BEFORE NEXT REPORT

- Gateway, Restorative Justice and Business Crime service providers to be announced.
- To commission a county wide Sexual Abuse Service.
- Interviews for the Sexual Assault & Abuse Strategy Co-ordinator will take place on 11 October.
- Victim and Witness key performance measures to be agreed and approved by the Victim & Witness Board and the Local Criminal Justice Partnership Board (LCJPB).
- To seek approval for the development of a joint Modern Slavery Statement and action plan between the Force and Staffordshire Commissioner.
- Gateway to implement the 'Victim Star' outcome tool which tracks the victim journey and their recovery to be finalised.
- The Modern Slavery Support Service will commence on 11 November 2019 for a period of 12 months.
- New Era are looking to secure a 'legal partner' to support service users requiring legal advice which they would not ordinarily be able to afford.
- Continued development of Domestic Abuse (DA) in the Workplace programme.

## MILESTONES AHEAD

- Victim and Witness Strategy and Action to be drafted and signed off by the Board.
- Support NHS England with the re-commissioning of the Sexual Assault Referral Centre (SARC) paediatric service.
- Provide bespoke training to nominated Restorative Justice (RJ) leads.
- Sexual Assault & Abuse Strategy delivery plan to be developed.
- Major Incidents Framework to be finalised.
- 6 monthly review of the Sexual Assault and Abuse Family Support Service pilot.
- Full implementation of the 'Victim Star' outcome tool.
- Contribution to the revised draft Victim Code of Practice consultation planned for January 2020.
- Continual quarterly performance reviews of the commissioned service will be undertaken by the Staffordshire Commissioner's Office in conjunction with Staffordshire County and Stoke-on-Trent City Councils.
- Consideration will be given to the requirement for specific support for stalking and harassment victims.
- The existing contract for the provision of Personal Safety Devices for vulnerable people due for review in January 2020 will be extended in line with the original contract.
- Refresh of the Domestic Abuse Needs Assessment, Strategy and Action Plan.

## Victim Satisfaction, All Crime, Rolling 12 Months, Aug 2015 – Jul 2019

