



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



July 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

- Commenced the commissioning exercise for the Staffordshire & Stoke-on-Trent Victim Gateway, Restorative Justice and Business Crime Service.
- The Sexual Assault and Abuse Support Service pilot for family members and significant others has commenced, covering Stoke-on-Trent, Stafford and Cannock areas.
- 13,465 referrals into Victim Gateway between 1st January and 31st March 2019. 59% required enhanced service, 41% standard service. 10,827 received information and advice. 5,417 accepted an offer of support and triage.
- Victim Gateway continue to pilot the proposed 'Victim Star' outcome tool which tracks the victim journey and their recovery.
- Business Crime Advisors resourced 1020 incidents between. 1st January and 31st March 2019. Over half accepted support.
- 75 referrals to the Restorative Justice Hub between 1st January and 31st March 2019 from the Gateway, Police, self-referrals and Probation service.
- Around 25 First Responders attended the Modern Slavery 'train the trainer' sessions.
- Commenced the commissioning exercise for the Modern Slavery Support Service.
- 2,950 referrals into New Era between 1st Oct 18 and 31st Feb 19. Peer support programmes are now being rolled out.

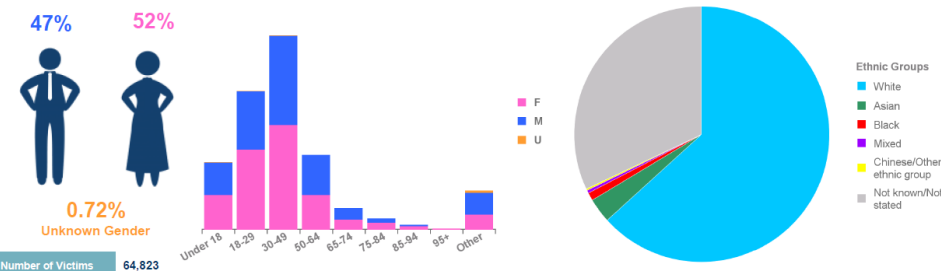
PLANNED ACTIVITY BEFORE NEXT REPORT

- To commission a county wide Sexual Abuse Service.
- Sexual Assault & Abuse Strategy Co-ordinator to be in post.
- Major Incidents Framework to be finalised.
- Victim and Witness Strategy and Action plan to be drafted, based on the current Needs Assessment and the recent governments Victims Strategy.
- DA in the Workplace programme held by the Staffordshire Chambers of Commerce will be extended in line with the original contract.
- To hold a Market Engagement Event for potential bidders for the Gateway, RJ and Business Crime service.
- Identify a provider to deliver the modern slavery support service.

MILESTONES AHEAD

- Victim and Witness Strategy and Action to be signed off by the Board.
- Support NHS England with the re-commissioning of the SARC paediatric service.
- Provide bespoke training to nominated RJ leads.
- Sexual Assault & Abuse Strategy delivery plan to be developed.
- 6 monthly review of the Sexual Assault and Abuse Family Support Service pilot.
- Review of the Victim Star outcome tool pilot.
- Continual ¼ 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 by 31/3/20.

Victim Profile (last 12 months)



Victim Satisfaction, All Crime, Rolling 12 Months, Jun 2015 – May 2019

