

**COMMUNITY OUTCOMES MEETING
SUPPORTING VICTIMS AND WITNESSES**

20 NOVEMBER 2018

SUBJECT: VICTIM SATISFACTION

Report of the Chief Constable

<p>PURPOSE OF THE REPORT</p> <p>1. To provide an update to the PCC on the level of Victim Satisfaction.</p>
<p>RECOMMENDATION</p> <p>2. That the Police and Crime Commissioner (PCC) reviews performance in relation to victim satisfaction.</p>
<p>POLICE AND CRIME PLAN</p> <p>3. Support for victims and witnesses of crime are one of the four key outcomes in the Police and Crime Plan. Being a victim of crime can have a significant impact on a person's life, on the lives of their families and in our communities. The PCC pledged to put victims, in particular those who are most vulnerable, first, and he will continue to make sure that all victims receive the support they need, whether or not they have reported to the Police, and regardless of their age, gender, ethnicity, disability, sexual orientation, or gender identity. He is committed to ensuring greater consistency of access to support and information wherever people live in West Yorkshire.</p>
<p>KEY INFORMATION</p> <p>4. The PCC sees it as a key part of his role to make sure that victims and witnesses are at the forefront of all our thinking about service delivery, strategy and policy. As Chair of the Local Criminal Justice Board (LCJB), he will work with criminal justice partners and those providing support to victims and witnesses to implement the MoJ's recently published Victims Strategy and monitor compliance with the Victims Code. As APCC Chair the PCC is well placed to nationally support the strengthening of the Code and introduction of a Victims Law.</p> <p>5. A West Yorkshire Strategy for Supporting Victims and Witnesses is under development and will be subject to consultation with stakeholders including victims themselves over the next few months.</p> <p>6. The PCC is taking steps to make sure that the voices of victims and survivors themselves are heard and they have the opportunity to influence decision making. He regularly meets face to face with victims to hear about their experiences. He worked with the Victims Commissioner for England and Wales to organise a roundtable event for those affected by child sexual abuse in June, and envisages more events of this kind in the future.</p>

7. The PCC has also continued to support existing and develop generic services open to all victims and more specialist support services to ensure focused support is provided for those who are most vulnerable, persistently targeted or intimidated. Collaboration with CSPs, other public services especially the NHS and the third sector is vital role to achieve his aspirations and secure additional investment in these services.
8. In March 2018 the PCC awarded Victim Support £3.6 million over three years to provide the core referral and local support service to all victims, including those aged under 18 for the first time. The new contract also ensured that Victims Hubs - centres dedicated to supporting victims and witnesses - now operate throughout West Yorkshire in Bradford, Calderdale, Kirklees, Leeds and Wakefield Districts. A full range of on line services including web chat is now available. Access to these services is available 24 / 7 365 days of the year.
9. The PCC commissioned the first ever West Yorkshire wide restorative justice service in March 2018. He awarded a three year contract, worth £900,000, to Restorative Solutions, who will support victims who wish to explore the option of direct or indirect dialogue with offenders.
10. The PCC is playing a key role in improving services for victims / survivors of domestic and sexual abuse. He convenes the West Yorkshire Domestic and Sexual Abuse Board promoting a West Yorkshire wide approach when appropriate e.g. in bidding for funds. He invests in domestic abuse support services through CSPs and other organisations. He recently convened a workshop of all the commissioners of domestic abuse support services in West Yorkshire to consider a way forward, which learns the lessons from recent development work.
11. Alongside NHS England, he co-commissions the Sexual Assault Referral Centre and Children's Sexual Abuse Assessment Service, both provided by Mountain Healthcare at the Hazlehurst Centre. The PCC has continued to fund the West Yorkshire ISVA service, at a cost of £320k per annum. The current provider is Victim Support. The service will be re-commissioned during 2018/19. He supports other services for victims / survivors of sexual abuse and violence through grants to Rape Crisis and other organisations.
12. The PCC supports a wide range of other services for victims, provided by the Safer Places Scheme, Brake the Road Safety Awareness Campaign, the West Yorkshire Financial Exploitation and Abuse Team, and others. The Safer Communities Fund provides grants to organisations supporting a wide range of victims, for example hate crime.
13. Ensuring widespread awareness of the support available is a key challenge. The PCC launched a website in 2014 to help victims and witnesses of crime. www.helpforvictims.co.uk has the Victims' Code and the Witness Charter immediately accessible in a question and answer format. The website is in five languages in addition to English, and has pages from over 400 local supporting organisations, who can help with concerns such as cyber bullying or hate crime with trained advisers on hand to answer questions or concerns.

ATTACHMENT

- [Chief Constables report – Victim Satisfaction \(PDF 704KB\)](#)