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| For Information | |
| Public/Non- public | |
| Report to: | Strategic Resources and Performance Meeting |
| Date of Meeting: | Thursday 6th July 2017 |
| Report of: | Thematic Scrutiny- Compliance with Victims Code |
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| Agenda Item: | 3 |

*If Non Public, please state under which category number from the guidance in the space provided.

Victim's Code of Practice

1. Purpose of the Report

- 1.1 To update the meeting with regard to developments over the past 12 months regarding the implementation by Nottinghamshire Police with the Victim Code of Practice (VCOP).

2. Recommendations

- 2.1 That the meeting note this report.

3. Reasons for Recommendations

- 3.1 To update the meeting with progress and developments.

4. Summary of Key Points

4.1 Niche

As part of the development and introduction of Niche, work was completed to incorporate the Victim Code Needs Assessment as part of the initial inputting of data, with instruction given that this should be completed at first recording of the crime/incident. This has allowed for early identification of those victims that request referring through to victim services with such victim's details being included within the daily automatic report that went initially to Victim Support, but which now goes to the Victim Care hub, thereby complying with the time scales set within the code. Further development work has developed the code element within Niche, including the mandating of the recording the victim's wishes with regard to this referral.

4.2 Terrorism support

Links have been made between Nottinghamshire Police Special Branch and the Nottinghamshire Victim Care hub to standardise a process to identify and refer those victims affected by acts of terrorism who reside in the county. The Victim Care hub

has specialist case workers who can provide appropriate support and signposting for such victims.

4.3 Training

Following on from a visit to West Midlands Police in July 2016, and sight of a training package used by them, Victim Code of Practice training has been completed as part of divisional training days between January and May 2017. The training has been provided by East Midlands Collaborative Human Resources (EMCHRS) to all frontline staff, including detectives and officers within the Conflict Resolution Team (CRT). The overall aim of the training was to raise awareness of the obligations as per the code, and to encourage officers to see the code as a fundamental requirement of their ongoing management of victims of crime, Anti-social Behaviour (ASB) and hate incidents. Previous training had consisted of NCALT learning packages, and the value of bespoke face to face training was felt worthy, given the importance of good victim management and the obligations as set out in the code. The training appears to have been well received, and the trainers' views are that it has proved beneficial with regard to officer's knowledge and understanding of the code. Officers have also used the training to highlight practical issues, such as the lack of court updates with the resulting problems around updating victims, and the issues around updating victims when the offender is subject to an Failed To Appear (FTA) warrant, or arrest for breach of bail conditions. Evaluation of the training is available through the daily performance management reports. This training also links well with the wider vulnerability training and awareness raising.

4.4 Victim Information Package

The pack has been amended in line with the new Nottinghamshire Victim Care hub. Further amendments will be required once the new Victim Right to Review process is finalised. The amended package is available on the force website, and also on the Valuing Victims pages on the intranet.

Work is ongoing to have this package translated into the following languages- Polish, Urdu, Farsi/Persian, Punjabi, Arabic, Mandarin and Romanian. These languages have been identified as the most prevalent in Nottinghamshire. This work is being undertaken by officers within the organisation wherever possible, whilst those translations that are not possible being outsourced to Cintra.

4.5 Victim Right to Review

The existing process is currently being amended due to a change in the administration (from Business Support Officer to Contact Management), and a change to how the process is managed. Previously the process was managed through the Cyclops system, but there is now the potential for Niche to be used. The Niche workflows have been developed and built, and a user guide is to be created to ease reviewing officers' use of the system.

Significantly, a recent request for a review led to the reviewing officer commissioning additional work from the officer in case. This work led to the subsequent charge of the offender. Once finalised at court, consideration will be given to using this example through internal communications to raise further awareness of the scheme.

4.6 Daily performance reports

During 2016 Daily Performance Reports (DPRs) reports were developed to allow supervisors to see those crimes that were deficient with regard to VCOP obligations. Supervisors can now monitor their team's compliance with the code in relation to the needs assessment and offering of a referral to Victim Care.

Feedback and consultation has led to amendments being made to Niche to make the victim referral question mandatory, thereby prioritising the victim service offer- this process required regional consideration and agreement. Awareness has also been raised with regard to officers' wider consideration around who is a victim to ensure all persons involved are considered for referral to victim services.

Appropriate communications messaging has taken place to highlight the above.

4.7 Victim Care

Work was completed to ensure the successful implementation of the Victim Care hub. A data processing agreement between Nottinghamshire Police and Catch 22 was produced. Referrals are now sent on a daily basis to the hub of those victims requesting victim services and support.

4.8 Satisfaction Surveys and feedback

Nottingham Trent University are currently completing a series of focus groups with selected victims, examining their victim experience, perceptions and their views on the implementation of the victim code. The results for this are anticipated by the end of June 2017. Furthermore the Office of the Police and Crime Commissioner (OPCC) is completing their own survey in relation to the victim experience with victims that have been identified through the victim satisfaction surveys. Results will be considered for learning for the organisation.

The Market Research Department continue to share their updates with supervisors in relation to surveys they have completed, and feedback from victims specific to individual cases.

4.9 New lead

T/Chief Inspector James Woolley will assume the role of force lead for the Victims Code from July 2017.

5. Financial Implications and Budget Provision

5.1 There will be financial implications with regard to the translation of the Victim Information Packages. Those officers that are completing translations are doing so on agreed overtime, whilst the outsourced translations will result in cost implications. The exact detail is not yet known. It is intended to bid through the Serious and Organised Crime (SOC) Board for this funding.

6. Human Resources Implications

6.1 The training identified above was completed through the dedicated training days and consequently there were no additional Human Resource (HR) implications. No other HR implications have been identified.

7. Equality Implications

7.1 None identified.

8. Risk Management

8.1 Work outlined above seeks to promote compliance with the Victim's Code.

9. Policy Implications and links to the Police and Crime Plan Priorities

9.1 The Victim's Code links to the themes of protecting and supporting victims and improving trust and confidence in policing.

10. Changes in Legislation or other Legal Considerations

10.1 Amendments to the Victim's Code were made in October 2015, and have been absorbed into the work in force.

11. Details of outcome of consultation

11.1 Not applicable.

12. Appendices

12.1 None