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| For Consideration | |
| Public/Non Public* | Public |
| Report to: | Strategic Resources and Performance Meeting |
| Date of Meeting: | 4th March 2020 |
| Report of: | Paddy Tipping Police Commissioner |
| Report Author: | Kevin Dennis |
| E-mail: | kevin.dennis@nottinghamshire.pnn.police.uk |
| Other Contacts: | Kevin Dennis |
| Agenda Item: | 11 |

POLICE AND CRIME DELIVERY PLAN (2019-20) – THEME 2 HELPING AND SUPPORTING VICTIMS

1. PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to provide the Commissioner with a progress report on how the Chief Constable and partners are delivering his strategic activities in respect of Theme 1 of his Police and Crime Delivery Plan (2018-21) for 2019-20.
- 1.2 The report identifies an outline of the strategic activities that have been progressing across policing and community safety since April 2019 in respect of Theme 2.

2. RECOMMENDATIONS

- 2.1 The Commissioner to discuss the progress made with the Chief Constable.

3. REASONS FOR RECOMMENDATIONS

- 3.1 The Police and Crime Panel have requested an update on Theme 2 in its work plan for 2019-20 and this report will also be submitted to the Panel meeting of 30th March 2020.
- 3.2 This monitoring report provides an overview of the delivery of the activity and performance in respect of Theme 2 of the Police and Crime Plan (2018-21) during and up to quarter 3 of 2019-20.

4. Summary of Key Points

- 4.1 On 7th February 2018, the Commissioner presented his new Police and Crime Plan (2018-21) for implementation commencing 1st April 2018. The new plan has four new themes:
 - T1. Protecting People from Harm

- T2. Helping and Supporting Victims
- T3. Tackling Crime and Antisocial Behaviour
- T4. Transforming Services and Delivering Quality Policing

4.2 On 7th February 2019 the Commissioner submitted a revised Police and Crime Delivery Plan (2019-20)^a for implementation commencing 1st April 2019.

4.3 **Appendix A** provides a table summarising the progress and achievements in respect of Theme 2 of the plan. The activities have been graded in terms of completion/progress and it will be seen that all activity is graded Green.

5. Details of outcome of consultation

5.1 The Chief Constable has been sent a copy of this report.

6. Appendices

6.1 **Appendix A:** Table detailing the progress and achievements of the Commissioner's toward Theme 2 of the Commissioner's Police and Crime Plan (2018-21).

7. Background Papers (relevant for Police and Crime Panel Only)

- [Police and Crime Plan 2018-2021 \(published\)](#)

For any enquiries about this report please contact:

Kevin Dennis, Chief Executive of the Nottinghamshire Office of the Police and Crime Commissioner

Kevin.dennis@nottinghamshire.pnn.police.uk

Tel: 0115 8445998

Philip Gilbert, Head of Strategy and Assurance of the Nottinghamshire Office of the Police and Crime Commissioner

philip.gilbert11028@nottinghamshire.pnn.police.uk

Tel: 0115 8445998

^a Click this [link](#) to download the PCC's revised Police and Crime Delivery Plan (2019-20)

APPENDIX A



POLICE AND CRIME DELIVERY PLAN (2019-20)

Working with you for a safer Nottingham and Nottinghamshire

COMMISSIONER'S STRATEGIC THEME 2 UPDATE - UPDATE (Qrt 3)

V1

STATUS KEY and Results: The overall rating is therefore very good

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| Green | Achieved or Adequate Progress being Made | Amber | Started but Inadequate Progress or Risk that it won't be achieved | Red | Unachieved or strong likely that it won't be achieved | White (NS) | Not Started but Planned to take place during later Qrt |
| Number & % | 14/15 (100%) | Number & % | 0/15 (0%) | Number & % | 0/0 (0%) | | 1/15 (0%) |

THEME 2: HELPING AND SUPPORTING VICTIMS

| No | Organisation | SPECIFIC DELIVERABLES OF COMMISSIONER, CHIEF CONSTABLE AND PARTNERS | RAG Status |
|---|--------------|---|------------|
| 1 | NW/CG | Further embed the new Victim CARE model and expand the number of local community points to improve access to services | G |
| <p>Update January 2020</p> <p>As at the end of Quarter 2 the Victim CARE service had a total of 34 registered Community Points, with several other applications in the pipeline. Victims CARE are still exploring the options around a second Community Points event as detailed below.</p> <p>Update October 2019</p> <p>The Victim CARE service now has a total of 32 registered Community points, with several other applications in the pipeline. In the first quarter of this financial year Victim CARE awarded grants of up to £2,000 to 7 of the registered Community Points to help them engage and further support victims of crime. Following on from the successful Community Point Event which Victim CARE</p> | | | |

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| facilitated in late 2018, they are currently looking at arranging a second event to further develop the working relationships between the Community Points. | |
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| 2 | NW/CG | Develop a dedicated website for victims to improve awareness of and access to available support | G |
| <p>Update January 2020</p> <p>The Victim CARE website is up and running with ongoing work being undertaken to tweak the content as appropriate.</p> <p>Update October 2019</p> <p>Following a successful tender for the design, development, hosting and support for a dedicated Victim CARE website in late 2018, the contract began in January 2019. In the first two quarters of this financial year work has been on-going around the design and development of this website and the creation of website content. In September a soft launch of the website took place with a view to gathering feedback and user experience so changes can be made. A more formal launch of the website will take place later in the year. The website can be viewed at www.nottsvictimcare.org.uk.</p> | | | |

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| 3 | NW/CG | Significantly expand the offer and take up of victim-led restorative justice | G |
| <p>Update January 2020</p> <p>Discussions have been ongoing with the Force Restorative Justice led to explore potential avenues to further increase the offer and take up of victim-led restorative justice. There is now an agreement for a Victim CARE Restorative Justice Worker to work much more closely with the Force RJ lead. Opportunities are being provided for the Restorative Justice Worker to meet with Prisoner Handling Teams and Case Builders to increase their RJ knowledge. The Force Hate Crime Panel has identified a number of potential RJ referrals. In addition there is a commitment from SCIU and the coordinator for FLOs for the RJ Worker to attend and present to them and look at building appropriate referral pathways.</p> <p>Update October 2019</p> <p>The take up of victim led restorative justice remains a challenge. Victim CARE now have a worker embedded within the Witness Care Unit to try to increase the Restorative Justice take up rate at the court outcome stage – however early findings suggest that this process has not increased the take up of victim-led restorative justice as much as had been hoped. Discussions with the Force Restorative Justice led are on-going to ascertain a way forward to further increase the offer and take up of victim-led restorative justice</p> | | | |

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| 4 | Force | Continue to work with local agencies to improve reporting of hate crime and access to support services among victims of hate crime | G |
| <p>Update: 31.1.20</p> <p>The Hate crime team are currently recruiting to replace a key member of the team. This is an opportunity to reflect on the work completed in 2019 regarding engagement with the public/private and voluntary sectors and to review data for any indications of uplifts in reporting, location trends or gaps where training is required. We continue to deliver training using the Hate Crime Shift champions and the members of the</p> | | | |

team and will utilise the community cohesion officer to support the Neighbourhood areas with any specific engagement needs where Hate crime is identified as a factor.

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| 5 | Force | Strengthen the response to stalking and harassment, via multi-agency stalking clinics and targeted support for victims of non-domestic stalking | G |
| <p>Force Update: 31.1.20</p> <p>The Stalking Steering Group (which comprises members from the OPCC, police and all relevant commissioned services has oversight of the new provision of support to survivors of non-domestic Stalking. This group is overseeing the pilot project which has seen the recruitment of two members of Juno/Women's Aid to provide Stalking Advocates across the City and County. The project went live in October 2019 with a communication package to promote the service. The responsibilities of group participants are to:</p> <ul style="list-style-type: none">•report on progress, successes, risks (delivery organisations);•represent the views of her respective organisation;•feedback from the group to respective organisations;•enact agreed actions from the group. <p>A communication package promotes the service.</p> <p>The multi-agency Stalking Clinic (which was set up early 2018) exists to review the most dangerous perpetrators and agree actions to manage risk and improve investigations. The clinic currently hears approximately 5 cases per month and performance is reported back to the Steering Group.</p> <p>NW NOPCC Update January 2020:</p> <p>The PCC has funded a specialist Stalking Advocacy Service which works closely with Nottinghamshire Police's stalking clinics to support victims of non-domestic stalking. The service began in July 2019 and was opened to all victims of non-domestic stalking on White Ribbon Day on 25 November 2019. Since July 2019 over 40 victims have been referred to the Stalking Advocacy Service, with 32 supported (all female). Victims have been supported with issues such as bail and licencing conditions to protect their safety, home and work safety planning including use of social media, emotional support and advocacy and referrals to other help such as counselling. Feedback has been extremely positive, with victims reporting that the stalking had ceased, and that they had felt empowered both by stalking advocates and police officers to have control over decisions affecting them. Victims were very grateful for the support service and felt able to move on with their lives following help from an Advocate.</p> <p>CG NOPCC Update October 2019:</p> <p>Following discussions with stakeholders, the PCC began funding a specialist non domestic stalking pilot in July 2019. The pilot will run for 18 months. It has funded two part time stalking advocates who will work within Juno and Nottinghamshire Women's Aid to deliver a range of safety planning and other support. In addition, the PCC has funded Equation to develop a new stalking card, as part of the range of widely disseminated black and red cards aimed at survivors of domestic and sexual violence, and to host some stalking seminars to brief frontline professionals on how to identify and respond to non domestic stalking.</p> | | | |

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| 6 | NW/CG | Continue to invest in outcome-focussed domestic abuse services for victims and survivors | G |
| <p>Update January 2020: The PCC has continued to invest in outcomes focussed domestic abuse services and has worked with the County Council to co-commission new support contracts in the county. The new contracts will be operational from April 2020.</p> <p>Update October 2019: The PCC has continued to invest in outcomes focussed domestic abuse services, and has maintained his funding investment. A new contract for domestic abuse support in the city, co-commissioned with the City Council, began operating in April 2019. The new contract merges services such as ISVA and family support which were previously in separate contracts, thereby reducing bureaucracy. In addition, the PCC has worked with Nottinghamshire County Council to recommission county domestic abuse support services, with an invitation to tender published in September 2019.</p> | | | |

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| 7 | Force | Invest in further provision to safeguard victims of Honour Based Abuse and maximise use of forced marriage protection orders where appropriate | G |
| <p>Update 31.1.20: Under the 2018 Annual Department Assessment Public Protection identified a risk in the Forces capacity to safeguard honour based abuse survivors. In 2017, HBA safeguarding consisted of a sergeant and one police staff member. HBA was subject to ADA in 2017 and the sergeant was redeployed. HBA reporting increased significantly in 2017/2018. The HBA Safeguarding Officers supported 87 cases in 2017/18. This is compared to 9 identified cases 2013/14. HBA was proactively managed with one police staff member (single person dependent).</p> <p>The 2018 ADA proposed an increase in investment of staff into this area. The bid was to increase the grade of the current post holder (to PIO level) and the recruitment of a further HBA officer in order to achieve the key tasks required in safeguarding HBA and the application for forced marriage protection orders.</p> <p>The proposal was successful and the post recruited. HBA now has two PIO members of staff who safeguard all victims of HBA and who are pro-active in applying for Forced Marriage Orders. The number of FMPO's has subsequently increased dramatically to 64 applications 2018/2019.</p> | | | |

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| 8 | KD | Work with partners to invest in new facilities for the adult Sexual Assault Referral Centre (SARC) | G |
| <p>Update 3.2.20: Victims and survivors have been actively involved in shaping the concept, location and design of new purpose built SARC. A feasibility study has been conducted to help inform the final location of the site. Architects will be engaged later this month. A design brief based upon visits to 8 other good examples has been developed. It is hoped the new SARC will be operational within the next 12-18 months.</p> | | | |

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| 9 | NW | Work with CCG partners to develop a specialist therapeutic pathway for non-recent sexual abuse victims and survivors | G |
| <p>Update January 2020:</p> <p>The PCC published Lime Culture's Sexual Violence Needs Assessment in November 2019. The needs assessment makes a number of recommendations, including for a new model of support. The PCC has worked with survivors to develop the new model, based on Lime Culture's recommendations and findings. In November the PCC chaired a meeting with senior officers from local authorities and clinical commissioning groups, where the needs assessment recommendations and the principles of the new model were agreed.</p> <p>In November 2020 the PCC secured over £500k from NHS England's High Volume Fund to put more support in place for survivors. The PCC's bid was informed by Lime Culture's needs assessment. The funding will support provision of a mental health nurse who will be embedded in specialist sexual violence support services; additional counselling support to help reduce waiting lists; a support broker; and personal health budgets for adult survivors of child sexual abuse which occurred whilst they were in the care of authorities.</p> <p>During December and January the PCC has further developed and costed the new sexual violence support model, which includes a hub and provision of specialist therapy. The NHS England High Volume Fund is short term, so the PCC continues to work with senior officers from other funding authorities to secure funding to co-commission the new model later in 2020.</p> <p>Update October 2019:</p> <p>In July 2019 the PCC, with NHS England, awarded a contract to Lime Culture to deliver a wide ranging sexual violence needs assessment. The needs assessment will bring together quantitative and qualitative data about sexual violence survivors' needs. A large number of focus groups and interviews with survivors, stakeholders and clinicians were held in September and the report will be published later in October. In the meantime, the OPCC has been working with commissioners and survivors to develop a new model for support, including therapy. The model will be discussed at a meeting with senior stakeholders, chaired by the PCC in November.</p> | | | |

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| 10 | NW | Work with CCGs and other partners to enhance support for adults who were sexually abused in childhood and respond to recommendations of IICSA | G |
| <p>Update January 2020</p> <p>As outlined in no 9 above, the PCC chaired a meeting with senior officers from local authorities, clinical commissioning groups and NHS England in November 2019. As well as discussing the needs assessment and new model (see no 9) the meeting discussed the future of two specialist initiatives to support adult survivors of child sexual abuse who were abused whilst in institutional care: the Sexual Violence Engagement Manager and the Survivor Support Service. The PCC and City and County Councils agreed to fund the Sexual Violence Engagement Manager until March 2021 and the Survivor Support Service until June 2022.</p> <p>In addition, as outlined in no 9 above, the PCC worked with partners to successfully secure over £500k from NHS England's High Volume Fund, which will provide a support broker and personal health budgets for adults abused in childhood (whilst in the care of authorities) as well as a mental health nurse and additional counselling support to help reduce waiting lists.</p> <p>Again as outlined in no 9 above, the PCC continues to work with local authorities and clinical commissioning group partners to try to secure sustainable long term funding for a new sexual violence support model.</p> <p>On 4th March 2020 the OPCC and Force will be reporting on progress to the PCC on their response to the IICSA Nottinghamshire report.</p> <p>Update October 2019:</p> <p>The PCC has been working closely with CCGs and other partners to enhance support for adult who experienced child sexual abuse. This included leading on the development and implementation of additional support for survivors when IICSA's Nottinghamshire report was published in August 2019, co-commissioning the needs assessment mentioned above, driving forward commissioner discussions to develop a new</p> | | | |

model and facilitating discussions about personal health budgets for survivors.

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| 11 | HK | Seek assurance that the police and criminal justice system are compliant with the 'Code of practice for victims of crime' | G |
| Update 11.2.20: The Ministry of Justice deadline for compliance monitoring has been met and feedback provided on the process. Please refer to the separate report by Ch Insp James Woolley for more information. | | | |

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| 12 | NW | Further improve monitoring and understanding of the victim journey, including experience of and satisfaction with the police and criminal justice system | G |
| Update January 2020 Data continues to be collected on a quarterly basis from all commissioned victim support service. | | | |
| Update October 2019: The PCC now collects data from all his commissioned victim support services to gather views on victims satisfaction with the individual support services. In addition, the PCC will now be monitoring the force's compliance with the Victims' Code quarterly and the OPCC dip sampling a small number of anonymous cases and responses from different criminal justice agencies including the CPS. In addition, the PCC has gathered feedback about the force from his recent sexual violence needs assessment. This has resulted in some recommendations about how the police can improve their response to sexual violence survivors. The recommendations will be taken forward by Nottinghamshire Police later in 2019. | | | |

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| 13 | NW | Work with police to improve understanding of the impact of serious crime on witnesses, friends and families – including access to the support services available | G |
| Update February 2020 The PCC's sexual violence needs assessment, which he co-commissioned with NHS England, was published in November 2019. The needs assessment highlighted the need for Nottinghamshire Police to improve and increase officer referrals to specialist sexual violence support services. Since November the PCC's commissioned Independent Sexual Violence Adviser service has been partially co-located with Nottinghamshire Police. This is already proving beneficial in raising officers' awareness of victim support services. In addition, Nottinghamshire's Violence Reduction Unit, established in August 2019, is developing a Serious Violence Joint Strategic Needs Assessment (JSNA), which will inform our local understanding of the wider public health impact of serious violence. The JSNA will be published in March 2020. | | | |

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| 14 | HK | Explore opportunities to strengthen scrutiny of specific crime types, including the potential for the introduction of Court observer panels | G |
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Update 11.2.20: 40 cases from each of the following crime types were included in the Victim Code of Practice compliance monitoring for April – June 2019: hate crime, domestic abuse, weapon enabled crime, motor vehicle crime and burglary. Going forward, recent and non-recent sexual offences will also be included.

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| 15 | KD | Strengthen links with regional Criminal Justice Board in order to improve sharing of best practice and alignment of regional outcomes and local activity | G |
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Update 3.3.20: The work and involvement of the Police and Crime Commissioner across the region is being more closely aligned with the regional Criminal Justice Board. In 2019/20 the Chair of the Board was handed over to the Leicestershire Police and Crime Commissioner. Last autumn a regional seminar was held on strengthening and joining up local responses to Offender Management and Probation Reform. Nottinghamshire Office of the Police and Crime Commissioner is now an active member of the Board's regional victims and witness group who have a role in monitoring compliance against the victim code. It is intended over the next 12 months for Nottinghamshire Police and Crime Commissioner and his office to have greater involvement in the Board and championing and seeking solutions to increasing concerns about reductions in Crown Court sittings, late cancellations and cases being delayed.