

## VICTIM SUPPORT Q1 PERFORMANCE MEETING WEDNESDAY 23<sup>RD</sup> AUGUST, 2017 | 1:30PM

### IN ATTENDANCE

Brett Biscomb	Procurement & Commissioning Lead, OPCC
Dee Conlon	Domestic Abuse & Sexual Violence Operations Manager, Victim Support
Clive Grunshaw	Police and Crime Commissioner
Angela Harrison	Director, OPCC
Steff Hull	Project Support Officer, OPCC
Ellen Miller	Victims Services Director, Victim Support
Claire Powell	Contracts Manager (Lancashire & Cumbria), Victim Support
Robert Ruston	Victims & Vulnerable People Lead, OPCC

### SERVICE OVERVIEW:

This is the first performance meeting under the new commission to look back at Q1 performance data. Victim Support expressed it has been a huge transition and they are happy to report they have not had to make as many redundancies as expected.

Victim Support have a training schedule in place, which has already started to ensure all staff have accessed the same level of training.

Claire Powell talked through Q1 data which was submitted prior to the meeting. For Q1, Victim Support received 15,487 referrals into the service. This is a huge increase of referrals into the service but is to be expected due to Victim Support offering support to victims of Domestic Abuse, Hate Crime etc. under the new contract.

However, Ellen Miller highlighted the figures from the Manchester MEN Arena attack are included in this quarter and informed that Victim Support have asked the MOJ for funding to cover an extra part time worker in Lancashire to cope with the impact.

Concerns were raised in relation to the % of vulnerable people being contacted within 48 hours – in particular the % of vulnerable young people contacted within 48 hours through NEST was 5%.

Claire explained that as it was the first quarter, Victim Support did not have the full NEST team in place and there has also been a recording issue and that the figures don't do the NEST aspect of the service justice. Victim Support expect to see a huge improvement in Q2.

Claire informed the OPCC that 3,717 of the 15,487 referrals into Lancashire Victim Services had incorrect or insufficient data meaning Victim Support staff have to chase contact details from Police Officers. This has affected Victim Support's ability to contact vulnerable people within 48 hours.

### **COUNSELLING SERVICE:**

Victim Support expressed they were extremely happy with their partnership with Lancashire Womens Centres and victims are being contacted within 3 days to arrange an assessment / first session.

### **NEST LANCASHIRE:**

NEST have also been holding 'Manchester Support Group sessions' around the County in schools and community venues for those affected by the Manchester attack, in particular targeting young people. Victim Support confirmed these have been highly successful, especially as Lancashire is the only area to have a dedicated young people's service.

**ACTION:** NEST Coordinator, Adrian to provide a report on the sessions.

There is a high demand from schools to get NEST in and work with children. Victim Support are recruiting a schools worker to deliver the 'switched on' programme.

### **HATE CRIME:**

Victim Support said they are happy with the partnership with their Hate Crime partners; DENW, LCM & Renaissance.

The Commission raised concerns that the hate crime figures are low and we would really like to see the 'bigger picture' in terms of where hate crime is happening.

### **FUTURE PERFORMANCE:**

- Further training to Victim Support staff on the case management system to avoid recording issues
- Particular note of low levels of data for the NEST Lancashire service
- Record MASH referrals separate to other Police referrals
- Quality of referral data – OPCC to raise the issue of incorrect / insufficient data from Officers with the Constabulary
- Aim to increase the Engagement rate – currently approx. 9%
  - 20%-25% Overall engagement rate
  - 40% High risk DA engagement rate
- Increase in % of contact with vulnerable people within 48 hours
- Improve information from Hate Crime partners to include referrals they receive through other projects and initiatives to provide a better overview of the level of Hate Crime occurring
- Include a category for referrals into Restorative Justice on the Overview performance spreadsheet
- Ensure that referrals to Restorative Justice is included in Case Studies

### **NEXT MEETING**

The Q2 performance meeting will be arranged for the w/c 30<sup>th</sup> October.