



LANCASHIRE VICTIM SERVICES QUARTER 2 SUMMARY REPORT

SERVICE OVERVIEW

Lancashire Victim Services received 15,072 referrals in quarter two meaning the number of referrals so far in 2017-18 totals 31,148.

Whilst there has been an increase in vulnerable cases, there has been a decrease in contacting vulnerable victims within 48 hours, from 64% to 45%. The PCC is working with Victim Support (service provider) to ensure that this is addressed in quarter three.

Victim Support (VS) reported they are still facing the following data recording issues from Lancashire Constabulary:

1. Insufficient Data
2. No Data
3. No Consent

This is partly due to the requirement for the Constabulary to now crime incidents within 24 hours resulting in less time for officers to update files before they are transferred to Victim Support. A decision was made during the quarter to delay the sending of data by 24 hours to allow officers to update files before they are sent to Victim Support. The OPCC will work with Victim Support to monitor the effect of this on the quality of the data they receive.

Victim Support reported that there has been an increase in self referrals over Q2, especially in relation to male victims of domestic and sexual abuse. VS anticipate this may be due to the fact that they are not perceived to be a gender specific organisation.

ACTION: The OPCC asked if Victim Support could dip sample self-referrals to see how the victim heard about Lancashire Victim Services. This would help the OPCC to do targeted promotion / campaigns.

DOMESTIC ABUSE

VS indicated that the true number of Domestic Abuse cases they are dealing with exceed those shown in the reported data due to staff not fully recording all their activity. VS believe this will improve in time when new staff fully understand how the reporting / recording system works and VS are currently identifying staff who need further training.



SEXUAL VIOLENCE

Victim Support have 6 full time ISVA's working as part of Lancashire Victim Services – which is one below the number required. They are currently actively recruiting to this vacancy.

The current ISVA's are nearly reaching full capacity with one ISVA having a case list of 49, the average should be 40 cases. Additional ISVA capacity may be available through a number of other, independent Sexual Abuse charities and VS is now currently discussing referral routes and pathways with these agencies.

NEST

Victim Support reported they are really pleased with how the Young Victims service is going and that they are receiving a high response rate from text messages. Victim Support now have a NEST Co-ordinator in post.

NEST has been supporting victims from the Manchester Bombing Attack through special drop in / peer lead sessions. Victim Support highlighted that Lancashire are the only area to have a dedicated young person's service which has proven valuable and Victim Support are lobbying to encourage other areas to develop a service for young people.

NEST also has a Schools Intervention Officer whose role is to deliver the Switched On Programme to schools across Lancashire. Victim Support informed the OPCC that they already have one school who have agreed to take children off timetable for a whole week to take part in the programme.

HATE CRIME

Levels of reported Hate Crime continue to be low and Victim Support are working with the three sub-contract service providers; Lancashire Council of Mosques; Renaissance and DENW (Disability Equality North West) to explore the options for increasing promotion / awareness raising activities with the aim to encourage self-referrals.

COUNSELLING / THERAPY

Victims from Lancashire who were affected by the Manchester Bombing Attack have been able to access support far faster than anywhere else and Victim Support have received really positive feedback from both victims and staff.

The waiting time has increased slightly from 3 days to 4 ½ days and even though this is not a long waiting time this is something that needs to be monitored as Lancashire still want to remain in front.