

## **VICTIM SUPPORT Q3 PERFORMANCE MEETING**

### **FRIDAY 9<sup>TH</sup> FEBRUARY, 2018 | 10AM**

#### **IN ATTENDANCE**

Brett Biscomb	Procurement & Commissioning Lead, OPCC
Paul Cartwright	Operations Manager, Victim Support
Dee Conlon	Domestic Abuse & Sexual Violence Operations Manager, Victim Support
Sam Cudworth	Press and Digital Media Officer, OPCC
Clive Grunshaw	Police and Crime Commissioner
Angela Harrison	Director, OPCC
Steff Hull	Project Support Officer, OPCC
Joe McGuinness	Victims & Vulnerable People Officer, OPCC
Claire Powell	Contracts Manager (Lancashire & Cumbria), Victim Support
Robert Ruston	Victims & Vulnerable People Lead, OPCC
Adrian Wright	NEST Children and Young People's Service Coordinator

#### **1. WELCOME AND INTRODUCTIONS**

All attendees introduced themselves and their job role.

#### **2. Q2 ACTIONS**

- RR to meet with Claire to understand their reporting terminology and data  
(Q3: Have met and discussed issues)
- RR to meet with Claire and Adrian to discuss resources being used in schools to ensure link to other OPCC work such as CSE Toolkit.  
(Q3: Ongoing)
- Claire to provide draft of Victim Friendly model  
(Q3: Ongoing)

#### **3. CORE SERVICE**

Faye Speed has been appointed as the new partnerships co-ordinator. Faye will run the social media accounts for Lancashire Victim Services and has met with Kat Slater to discuss the different platforms.

Q3 has seen an increase in referrals and a further increase is predicted for Q4 meaning the expected number of referrals for Year 1 is 70,000.

There has been a decrease in incorrect / non-sufficient information received from police officers through the ADT system however there has been an increase in cases that have not given consent to being transferred to Victim Support. Claire indicated that when the new GDPR regulations come into force cases where consent is not given should not be transferred by the Constabulary.

Claire informed the OPCC that whilst the team did not hit the target of contacting all priority victims within 48 hours the majority of priority victims are being contacted within 72 hours.

**ACTION:** Robert and Claire to meet and discuss priority cases

Paul Cartwright explained Victim Support have created a new dashboard system in order to try and capture the 'full picture' of engagement with Victims. Each team member should record all interactions they have. This could potentially increase engagement figures in quarter 4. Paul also stated this will help Victim Support identify those who need further training on recording system.

Dee advised staff need to start recording their first phone call with victims as immediate support, even if that is the only engagement they have with that victim. First contact can include safety planning, sign posting and information on the criminal justice process.

#### 4. HATE CRIME

Victim support reported there is still no significant increase in referrals. However, Victim Support believe they are not receiving all referrals. Claire met with the Restorative Justice (RJ) team who had received 300 referrals in December compared to Victim Support who received 300 for the whole of quarter three.

**ACTION:** Robert and Claire to meet and discuss RJ referrals with the Constabulary

Victim Support are holding a team meeting at the end of March, which includes the Hate Crime providers and the RJ team, who will be running a workshop.

Claire meets with the Hate Crime providers regularly and has asked them to increase their presence in the community and at events. Lancashire Council Mosques are targeting mosques in order to raise awareness of Lancashire Victim Services.

Claire informed the OPCC that race / religion are the most reported Hate Crimes.

A discussion took place around Hate Crime campaigns and it was suggested the OPCC could potentially run a targeted campaign.

**ACTION:** Sam to discuss potential Hate Crime campaign ideas with OPCC Comms

Victim Support also shared a Hate Crime case study with the group.

**ACTION:** Claire to check if the 'Mr C' case study can be shared at the next victim & witness sub group meeting

#### 5. DOMESTIC ABUSE

Victim Support received 2,800 medium / high risk referrals from the Multi-Agency Safeguarding Hub (MASH) in quarter three.

Victim Support have offered to work with the MASH and train staff on appropriate grading for cases (high, medium and standard risk). Victim Support received a medium risk referral for a couple who had a verbal argument over a washing machine, with no previous DA history (neighbour reported the incident). If this referral was graded as standard it could have been supported by an IVA instead of waiting for IDVA support.

Dee also reported she is trying to ensure LVS is represented on the MASH steering group.

**ACTION:** OPCC to liaise with DCC Sunita Gamblin regarding the MASH steering group meeting

Victim Support reported that their IDVA'S (Independent Domestic Violence Advocates) are working at full capacity. January 2018 saw an increase in referrals and the high risk cases for Central almost doubled - this could be due to Lancashire Constabulary improving the recording standard.

Victim Support reassured that even though there is a waiting list for DA medium cases, all victims will have had initial contact. Victim Support hope to have caught up by the end of January.

A new group work programme will be rolled out in March and staff training is taking place over the next three weeks.

Rossendale Borough Council have provided an additional worker to operate specifically in Rossendale. (Victim Support have an SLA direct with Rossendale)

## 6. SEXUAL ABUSE

Victim Support reported there has been an increase of 120 cases over the last quarter. However, there is still an issue around whether Victims have consented to their information being shared. If consent is only implied Victim Support cannot make contact with the victim as it may not be safe to do so. This can be frustrating as staff can spend up to 3 hours of the working day chasing information.

Victim Support advised that in Cumbria they receive direct referrals from officers with accurate information as well as receiving referrals through ADT.

**ACTION:** Robert and Claire to meet with Jo McHugh to discuss possibility of direct referrals.

Victim Support record STAR outcomes and have noticed there is no improvement to 'wellbeing' after support and unsure why but guess victims may have had a negative experience at court which may affect the rating. However Claire reported if a victims STAR outcomes drop they will not close the case, further support will be offered as well as signposting on to other organisation to target their area of need.

## 7. NEST

NEST referrals have increased by 2,000 over the past quarter, with the most common referral for assault (peer to peer) and bullying. Referrals are received through the ADT system as well as other partners such as social services and schools.

NEST contact all victims unless it is unsafe to do so. For example it may be unsafe to contact a young person who is being bullied because of their sexuality in case their parent / guardian are unaware.

Adrian screens all cases that come through NEST to ensure it is safe to contact the victim and that they are flagged correctly. This also gives Adrian an overview of what is going on, finding trends / patterns (repeat names / repeat areas).

NEST have a planned intervention approach which aims to last between 6 – 8 weeks but can be shorter or longer depending upon the individual and their needs. The intervention intends to cover; getting to know the young person, safety planning, confidence building etc.

NEST have 4 members of staff who are working at capacity with 131 cases and a waiting list of around 50 young people. However, all victims will have received initial contact explaining what NEST can offer and there is a 6 week wait. Adrian explained the young people who are receiving support are receiving a high quality service. 416 face to face appointments took place last quarter meaning NEST workers seen 5/6 young people per day, whilst typing in case notes in-between sessions.

Claire has put a bid into Children in Need for an Early Years worker and is through to the second stage of the application process.

NEST also deliver a Switched On programme to schools which can be adapted to work with all young people from years 1 – 11. The programme focuses on safe relationships, CSE & online safety. NEST responded and delivered the Switched On programme to years 5 / 6 in Preston primary school where a group of young girls were being targeted online.

NEST also hold peer support groups throughout the school holidays for young people who may feel particularly vulnerable when not in school and having regular sessions with their support worker. This also gives young people the opportunity to meet and share their experiences with other victims.

## **8. A.O.B**

Lancashire Evening Post voted Victim Support as charity of the year.

This encouraged businesses to support the work of Victim Support. For example the Blackpool Eye gave Victim Support a number of free passes for the Blackpool Eye. These were given to families who may not be able access the attraction otherwise and in turn received great feedback from service users.