

Victim Support
Q4 Performance Meeting

18/04/18

Meeting summary

1. Q2 Actions

- It has been agreed that there would be a dip sample of self referrals through the independent evaluation to ascertain how victims had heard about LVS. In addition Victim Support (VS) have added an additional question on their referral form
- Work on the "Victim Friendly" model is ongoing including options around a pilot and subsequent launch.
- Sexual abuse referrals - there are ongoing discussions about how referrals to Victim Support sometimes miss the automatic data transfer.
- Discussions are still continuing about the level of information transferred to Victim Support.

2. Domestic Abuse Service

- There has been a noticeable increase in referrals and VS are reviewing their systems to improve efficiency (e.g. ensuring they have the right staffing levels)
- VS have developed a new group programme called 'I matter' which is aimed at medium and standard risk victims of domestic abuse i.e. build confidence etc. over a 12 week period. This programme will be promoted for male victims.
- VS have indicated they intend to pursue accreditation in respect of the new Standards introduced for male victims.
- VS have developed dashboards to review individual and team performance. This helps address wellbeing issues and also identifies when more assistance is required to individuals for example on recording activity.

ACTION : Agreed VS and OPCC meet to review online self-help tools available.

- It was reported that MASH are now running 'real-time' which may affect engagement rates.
- In order to get a picture of the accurate contact periods for high risk victims it was agreed that the possibility of Monday to Friday audits and be looked at to get a true picture. At present 90% were being contacted within 48 hours.
- Case Studies – a number of anonymised case studies were shared. It was agreed that subject to consent they may be capable of wider distribution.

3. Hate Crime

- It was confirmed that VS had terminated the contracts with their three subcontractors on the 18th June. This is still a priority area for VS and they will update at the next quarter on progress in this area.

4. NEST

- Referrals to the NEST services have levelled out but, capacity is an issue to VS in this area which they are addressing.
- NEST are still picking up referrals from the Manchester arena attacks. The one year anniversary is on the 22nd May 2018. NEST is organising an activity day for affected victims.

5. AOB

- In this quarter, the partnership and training coordinator has continued to raise awareness of LVS through attendance at colleges and through local media.
- GDPR – There are ongoing discussions between VS and PCC/Constabulary about the impact of GDPR.
- One year anniversary of LVS – PCC will be visiting the LVS Preston hub to thank them for their hard work over the last year. Lancaster, Accrington and Blackpool will also receive a visit from other colleagues.