

Police and Crime Commissioner

for Hertfordshire

MEETING	POLICE AND CRIME PANEL
DATE	26th March 2015
TITLE	Update on Victims Commissioning from the Police and Crime Commissioner for Hertfordshire
SUBMITTED BY	The Police and Crime Commissioner

Commissioning Services for Victims:

From April 2015 I will be responsible for commissioning the majority of emotional and practical support services for victims of crime locally. My office has undertaken extensive work with partners on a regional and local basis to ensure these services and Restorative Justice services are in place to put the victim at the heart of services in Hertfordshire.

Victims Care Centre

I am pleased to report the imminent launch of a multi-agency co-located Victim Care Centre based in WGC. The centre will provide a single point gateway for victims of crime in Hertfordshire and will be staffed by highly trained and dedicated professionals from Hertfordshire Constabulary and Victim Support. The centre will provide a complete wrap around service to help victims to cope and recover regardless if they reported the crime to Police or not and will be open 7 days a week 7am – 10pm.

Access to the centre is by phone and advice and support is also available on line.

The new Victim Care Centre represents an important step-change in the way victims will be able to access a range of coordinated services to enable them to cope and recover from their ordeal.

The centre will address directly the issues identified within the Victims' Voice consultation such as regular victim updates, improved communication and the coordination of services. The centre will also see the repatriation of Victim Support services from Essex back into Hertfordshire and will allow the Commissioner to respond to the needs of victims by ensuring a bespoke for those most in need.

Victims Voice Consultation.

The Victims Voice survey will remain open indefinitely due to the success it has had. In the first two months we received almost 400 responses to the online and telephone questionnaire.

The survey provides a key opportunity to learn what could be improved in the service offered to victims of crime in Hertfordshire and is being used to help shape a new county service when the commissioner takes over the £1.26 million victim's services budget from central government on 1st April 2015.

Restorative Justice

We are taking measures to ensure that we have in place an accessible and robust victim-led Restorative Justice Service by 1st April 2015.

My office has been working with the University of Hertfordshire, School of Law to develop an overarching Restorative Justice County Strategy. The University has completed the research phase and is in the process of finalising its recommendations including an RJ delivery framework.

OPCC is working with The University of Hertfordshire to host an event to bring together all those involved in the delivery of RJ so that the strategy can be fully articulated and understood. The event is taking place on 23rd March.

CAADA

CAADA stands for the Co-ordinated Action Against Domestic Abuse. The County Community Safety Unit, with funding from my office, commissioned the independent charity CAADA to comprehensively review how services dealing with domestic abuse in Hertfordshire could be improved.

The report was released on 9th January and highlights some really good work going on across the county in addition to some areas of improvement. I welcomed the recommendations and will be working very closely with Richard Thake to ensure all partners are joined up as we move forward.

The next steps include implementation of a Strategic Board and the development of a high level action plan in consultation with interested organisations.

A number of measures are already planned which will improve service delivery including the introduction of a Multi-agency Safeguarding Hub (MASH) and the purchase of a large number of body worn cameras for all officers attending a domestic abuse incidents.

As a result of the CAADA review Hertfordshire are now in a much stronger position to understand what the Hertfordshire offer is, what better commissioning looks like for Community Safety Partnerships, and enable them to commission in a much more coordinated way at a local level.