

## Policing Accountability Board outcome report



<b>Date of meeting:</b>	<b>8<sup>th</sup> May 2018</b>	
<b>Author:</b>	<b>Irene Davies Jones</b>	
	<b>Assistant Director CJD</b>	
<b>Outcome</b> (please tick the outcome you are reporting on)		
Public confidence		
Victim satisfaction	✓	
Organisational health and well-being		
HMIC		
Office of Police Conduct		



Rating



Inadequate Requires improvement Good Outstanding

Terms of Reference have been agreed for the Victim and Witness Group. The purpose of the Board is to maintain strategic oversight of the victim and witness business area and is chaired by the Assistant Chief Constable. The Board will :-

- Maintain and seek to improve service delivery to all victims and witnesses
- To ensure that victims and witnesses are at the heart of the Criminal Justice System
- To ensure that the rights of the victims and witnesses are maintained, from report to resolution.
- To improve Victim Satisfaction and Public Confidence.

The Board will agree a Strategic Action Plan to ensure the delivery of a professional and effective service across departmental and territorial boundaries, agreeing deliverables, timescales and key milestones. It will provide a mechanism for Board members to report on any local/organisational barriers, risks or issues which would impact on service delivery and victim satisfaction. Furthermore, it will produce and agree a robust Victim and Witness Communications Strategy.

Work has been undertaken to amalgamate the separate action plans from Victim's Journey, Victim Satisfaction Continuous Improvement Event, #wecare, VCOP action plan and DA survey into one overarching action plan with priorities identified and fed back to the Force Victim and Witness Group. **(Target Date: 30<sup>th</sup> June 2018).**

A high level of victim satisfaction is a key outcome. The formal Home Office reporting requirement is no longer in place, allowing victim satisfaction performance to be tailored in line with Force priorities and the Police and Crime Plan. Paul Morris is currently preparing a report outlining options for future provision of the service for consideration by the Group.

In the meantime, the Victim Satisfaction crime survey for 2018-2019 has been improved, all crime categories are now included in the sample to ensure that views are collected from victims of all crimes (except serious crime). Vulnerable victims are also included in the crime sample to ensure consistency of service delivery. The question set has been amended following discussions with stakeholders, and the survey will be produced in a bilingual format to allow easier response collection and analysis. An online survey has been designed which could be sent electronically to victims, this is in its infancy at the moment.

Victim Satisfaction continues to be prioritised as part of day to day policing and forms part of themes around Divisional DMM with clear focus around completion of contracts and updates. A trial is continuing in Carmarthenshire whereby the Telephone Researcher can place a request on the crime

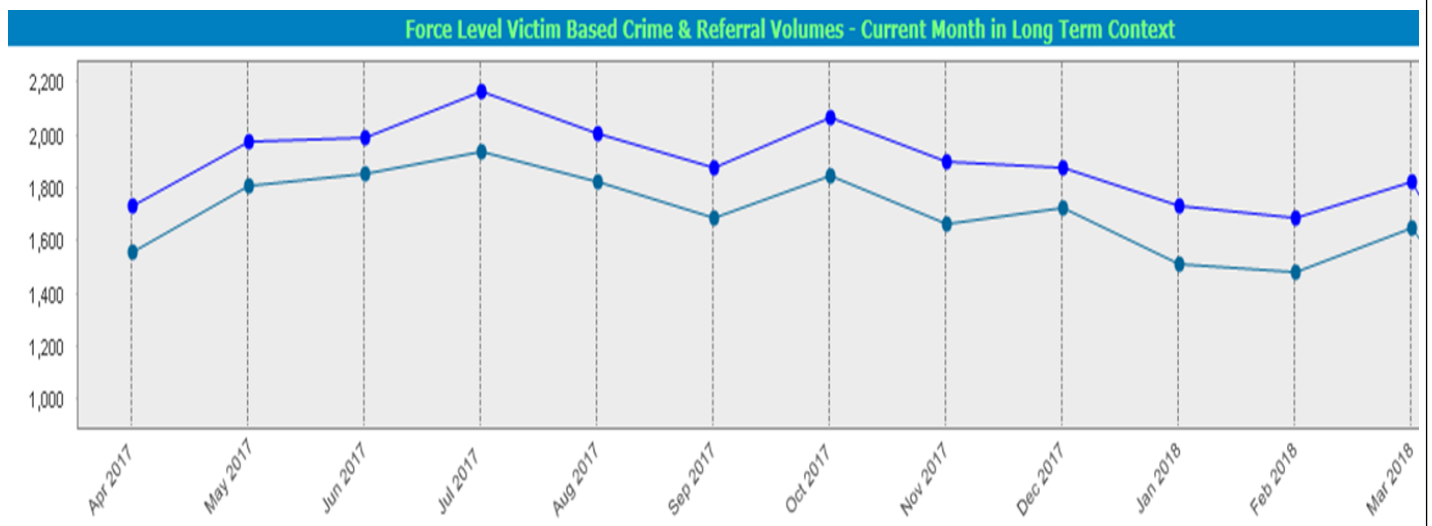
directly when a victim has asked for an update from the officer in the case after completing a survey. This has had some service recovery success, with some officers contacting the victim that very same day. This will be considered for Force-wide roll out.

The domestic abuse victim satisfaction research process has been improved to ensure consistency of approach. The screening of victims to ensure suitability for a telephone survey has been reduced to attempt to engage with victims from the high risk category. The Constable is undertaking both the research beforehand and the survey itself, and is providing service recovery to the victim by offering advice and guidance whilst on the telephone. Any necessary follow-up action is also being highlighted by the Constable, and the lower level complaints are being dealt with by the CI team and PSD.

Analysis is being undertaken of the Crime Survey results, focusing on the information provided by the free-text responses. The analysis includes a shallow audit of the records on CMS & STORM to sense-check the responses and to identify patterns that could explain where a respondent is dissatisfied with the various elements enquired about. Initial findings suggest that respondents are finding it difficult to accept resolution by ICAT, preferring to see an officer in person.

**Separating the data in respect of cases dealt with by ICAT will provide a clearer picture in respect of any variances in satisfaction levels which will be explored further. Additionally, although records document all the investigative actions undertaken by the officer and the updates made to the IP, this information may not be delivered or fed back, resulting in lack of understanding and therefore dissatisfaction by the victim.**

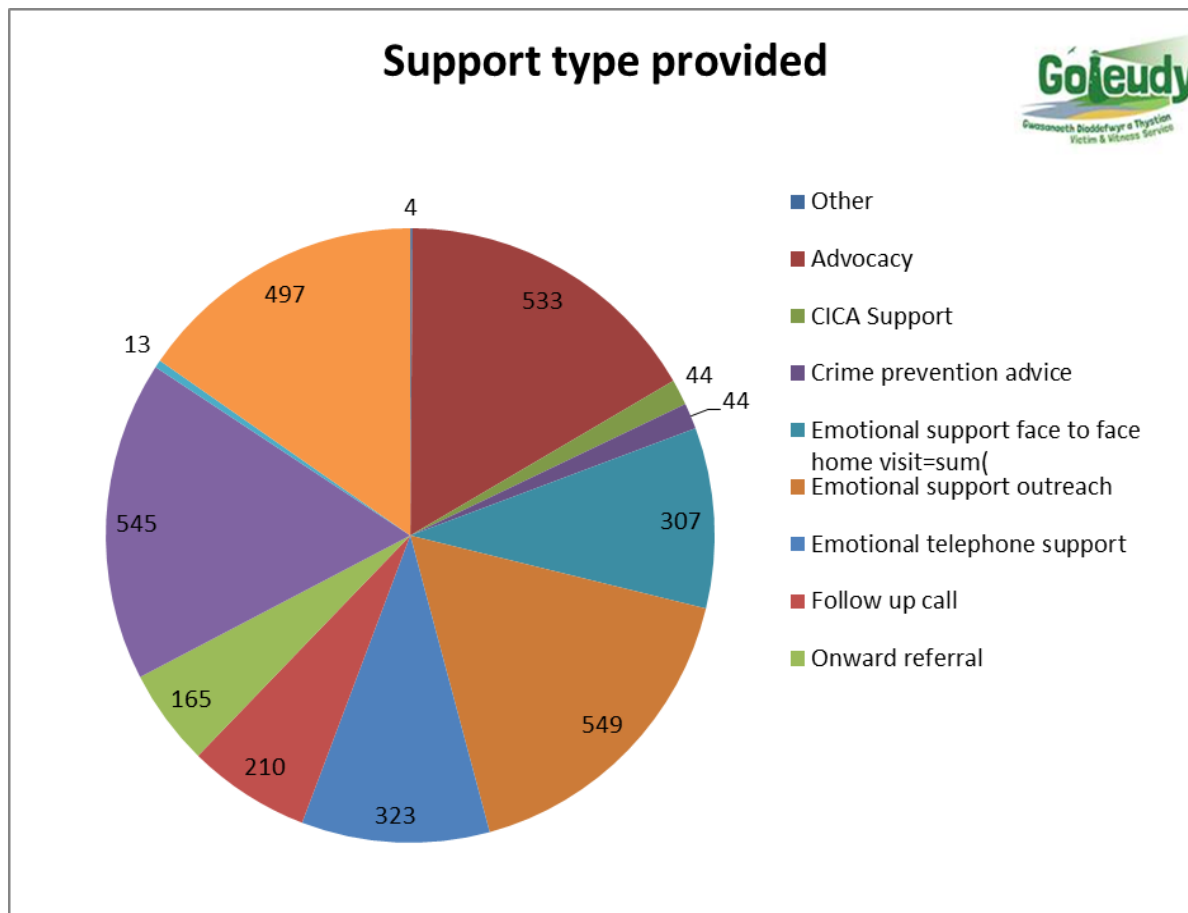
**Goleudy encompasses two teams – Victim Services and Witness Care unit. Having them both in one department offers an interwoven/co-ordinated approach for victim and witnesses at every stage. Support is provided for all recordable victim based crimes, with the exception of Hate Crime, High Risk Domestic and Homicide and crimes against companies.**



**Since Goleudy was launched on 1 April 2017, 23,644 referrals have been made.**

**The top line indicates recordable victim based crimes in that given month; the bottom line demonstrates the number of referrals coming through to Goleudy. Goleudy referrals are mirroring the peaks and troughs of current crime levels. On average the number of cases received daily is 66.**

**In regards to categories of crime types, Violence against the person, Criminal Damage and Theft, were in the main, the largest categories of referrals.**



**The above diagram highlights the breakdown of the type of support that is provided and requested by victims.**

**Goleudy ensures that all victims are provided with an effective and holistic, wrap around service. It is recognised that victims may need more than one type of support or intervention throughout the criminal justice process.**

**Goleudy staff have all received THRIVES training and incorporate this into the initial risk assessments, to ensure that the correct service and advice is being offered, and that service provision is not solely based on the crime type.**

From October 2017, Goleudy agreed to manage and support medium risk Domestic Abuse Victims as an interim measure. Two Support Officers have recently been appointed, on a six monthly temporary contract. All officers will hold a generic caseload, this is to ensure that each territorial area will have a Support Officer that can effectively manage all case types. A victim may have several needs, ie be a victim of theft but later discloses domestic abuse, therefore it is imperative that the victim is not passed from one specialist officer to another – a holistic needs-responsive approach is taken by Goleudy to ensure an enhanced service to all victims.

**The Witness Care Unit (WCU) is currently dealing with 658 live cases and 266 trials. The WCU offers victims and witnesses a dedicated single point of contact from the first hearing to the conclusion of the case. The Witness Care officers co-ordinate and schedule pre-trial visits and special measures.**

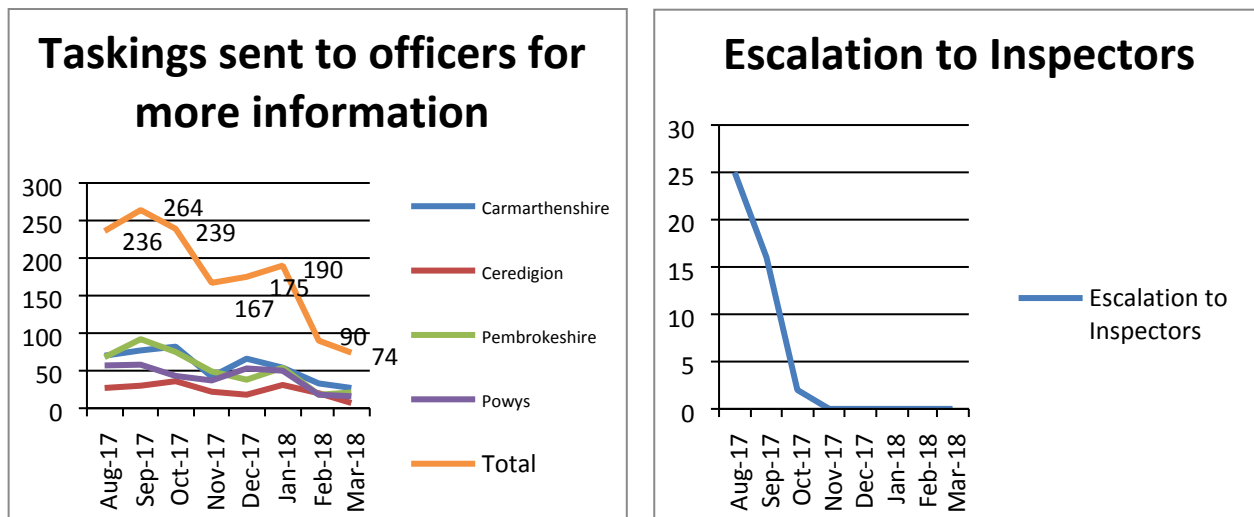
The Anti-Social Behaviour (ASB) contract with Gwalia terminated on the 31st March 2018. Goleudy Victim and Witness Service are now responsible for managing medium and high risk ASB victims from the 1st April 2018. Dyfed Powys Police have reviewed all processes and protocols in regards to Anti-Social Behaviour to ensure a more effective and swift response. Victim and witness support officers will be based within stations across the Force area - co-location will promote a more effective service to victims, as well as providing officers with a single point of contact for victim queries. All support officers will have a base but will be actively encouraged to attend all stations within their divisions on a regular basis.

**Since Goleudy Victim and Witness service was launched on the 1<sup>st</sup> April 2017, the team have undergone a considerable amount of change and development. Through partnership working with the OPCC office and internal Departments across the force, Goleudy's referral pathways are becoming embedded.**

**Goleudy have assumed responsibility for medium risk domestic abuse victims and also action Fraud. From 1 April 2018 this has been extended to include anti-social behaviour. The current priority is to fully embed these service provisions.**

**Whilst Goleudy were honoured and delighted to receive recognition by the Peel Effectiveness Report published in March 2018 as best practice for supporting victims, there remains much to do if victims are to be truly placed at the heart of the criminal justice system.**

## Service Recovery



In regards to Service Recovery, the team have been manually collating, since April 2017, all cases where the victims have not been updated accordingly per VCOP. In order to aid service recovery at the earliest opportunity, the team have been providing gentle nudges to the officer in the case to contact the victim. Should this not occur within 5 working days (taking into account DMS) the case is then escalated and highlighted to an Inspector. It is pleasing to note the decreases in nudges and also that between November 2017 and March 2018 there has been no escalation to an Inspector.

**What is not working well? How will we manage this?**

Following the Victim Satisfaction CI event, it was agreed that victims should be surveyed 4-5 weeks after their crime had happened, to aid their recollection of how the police dealt with them. Due to the 0.5 Telephone Researcher post still remaining vacant, this has not been possible, and victims are currently being surveyed 8-9 weeks post-incident. There is no programme or resources in place for full analysis of the survey responses by the CI team at this time.

Data collection has been an issue. The OPCC and Goleudy Victim and Witness service are reviewing the current data collected and **revising down the key performance indicators from 40 which are unwieldy to a more meaningful number to ensure that the service is delivering its key aims and objectives; that all data is meaningful, informative and able to be analysed to dictate future progression.**

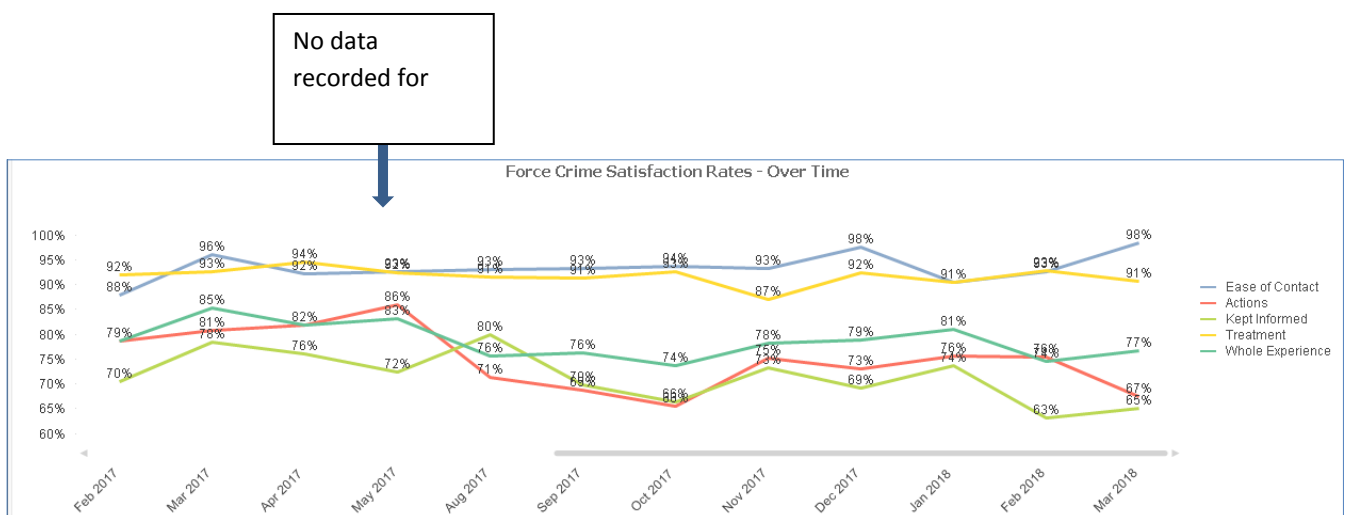
### What are our opportunities? How will we exploit them?

#### Latest User Satisfaction data for the year ending March 2018

967 victims of burglary, vehicle, violent and hate incident /crimes were surveyed over the 12-month period ending March 2018.

#### Direction of Travel

The graph below focuses on the various aspects of the victim journey and compares satisfaction rates of Dyfed-Powys for the year ending March 2018.

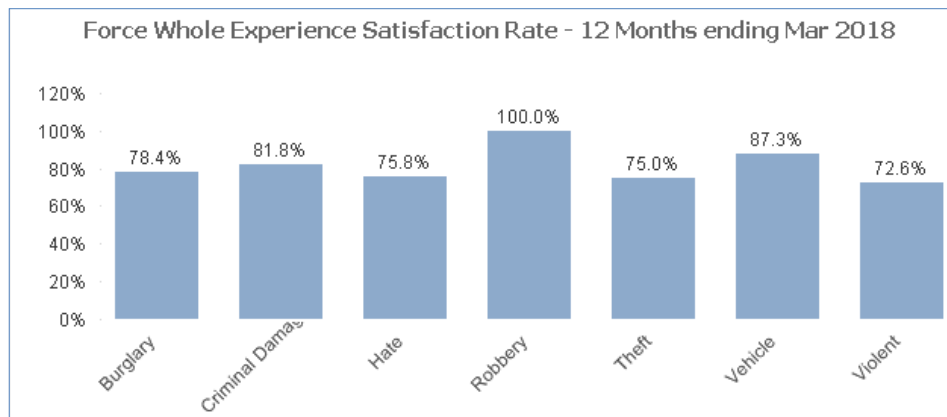
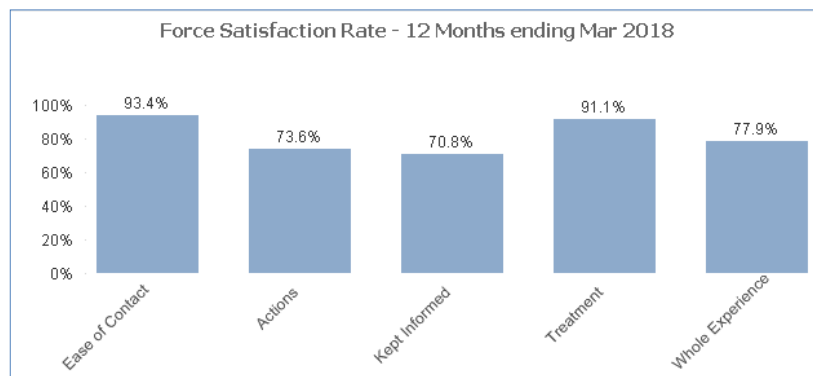


Source – Qlik view

The above graph illustrates that the follow up satisfaction rate (light green line) for victims surveyed are lower than other aspects of their experience. The **'kept informed' rate** for March 2018 stands at 65%.

The whole experience satisfaction rate for the year ending March 2018, currently stands at 77.9%, with some variation seen amongst various crime types, with victims of vehicle offences standing at

87.3% and victims of violent offences standing at 72.6%. Criminal damage (11 surveys), Robbery (1 survey) and Theft offence (4 surveys) have been surveyed for the first time in March 18.



The Continuous Improvement team is currently designing an online survey and are liaising with IS&T to explore if a text message survey can be utilised. Correct analysis of the data collected would enable the identification of areas of poor service to enable the targeting of improvements. It will also recognise and celebrate outstanding service.

The Force maintains a gifts and hospitality register, the purpose of which is to ensure transparency. This often includes expressions of thanks and recognition of good work which is not currently captured as evidence of victim satisfaction. This will be reported on in general terms in future updates.

### **Victim Communication Strategy**

Dyfed Powys Police are currently re-drafting the communications plan in support of the work to improve victim satisfaction, with a focus on informing officers and staff in contact with victims of crime about what matters to them. This will be finalised once a decision has been made at the next force Performance and Outcomes Board regarding the wider plan to trial improvements. A

strong message around the basics of good service to victims is included within the Chief Officer Group Roadshow slides which began on Monday, 16th April 2018.

### **What are our threats? How will we manage them?**

The current Telephone Researcher occupies two and a half day post, and the 0.5 has not been filled. The desired dataset will have to be restricted to ensure the Continuous Improvement team resources can manage the workload. In order to collect views from vulnerable victims from January, the process of screening out certain groups of victims has been greatly reduced; the Telephone Researcher reports issues with contacting certain vulnerable victims, including those who suffer from alcohol abuse, dementia, etc. The recording of incorrect telephone numbers of victims is still causing concern.

The Constable undertaking the Domestic Abuse surveys is not a Welsh speaker and there may be a delay in identifying a suitable person to undertake the survey.

### **Victim Engagement Forum ( VEF)**

The VEF was launched in September 2017 with a view of acting as the 'voice' of victims of crime and anti-social behaviour within Dyfed Powys Police. The VEF will allow opportunity for individuals to openly contribute their experience of the Criminal Justice (CJ) Process and to help shape the future work of the Local Criminal Justice Board (LCJB), ensuring that the CJ process is as effective and efficient as possible. The VEF will also seek the views of members of the public who have supported victims throughout the process, to ensure that a fully rounded picture of the CJ process can be obtained.

Regrettably, since the launch of the VEF in 2017, there has been little progress with this, largely due to a lack of staffing resource to progress this initiative further. However, over the next month, two key individuals will be in post within the PCC, who will be tasked to review and progress the VEF.

Key areas of the above work will be to look at the methodology for obtaining the 'voice' of the victim, ensuring that this is done via the most appropriate means. This will consider the use of telephone contact, e-mail, text messaging services, as well as utilising face to face engagement style events. This flexible approach will allow the work of the VEF to be tailored as required to the most appropriate means, dependent on the matter for which feedback is being sought. This work is currently already being considered in partnership with the Collaboration and Efficiency Department, looking to utilise the Victim Satisfaction contract as an enabler wherever possible.

### **Resource implications**

Finance – revenue funding, capital investment, external funding, commissioning, collaboration opportunities etc.	
Assets – estates, facilities, IT etc.	

Staff - knowledge & skills, capacity, capability, training etc.	Ongoing recruitment issues regarding telephone researcher post to undertake the Victim Satisfaction survey; Ongoing permanency issues regarding the Constable conducting the DA surveys.
Timescales	
Leadership	
Partners	

<b>Impact considerations</b>	
Risk	
Legal	
Police and Crime Plan	
Demand	
Governance	
Equality	
Reputation – confidence and satisfaction	
Environmental and sustainability	
Media, communication and engagement	

**Senior officer approval**

**Name:**

**Signature:**