

PERFORMANCE SCRUTINY MEETING

AGENDA

DATE OF MEETING	6 JULY 2022
TITLE OF MEETING	THE COMMISSIONER'S POLICE & CRIME PLAN 2021-2025 - PRIORITY 5: VICTIM SUPPORT & SAFEGUARDING
TIME OF MEETING	10:00 AM
LOCATION	VIRTUAL
CONTACT	OFFICE OF THE POLICE & CRIME COMMISSIONER FOR DERBYSHIRE 0300 122 6000
DISTRIBUTION	POLICE & CRIME COMMISSIONER CHIEF CONSTABLE DEPUTY CHIEF CONSTABLE ASSISTANT CHIEF CONSTABLES DIRECTOR OF FINANCE & BUSINESS SERVICES HEAD OF CORPORATE SERVICES INTERIM CHIEF OPERATING OFFICER INTERIM STRATEGIC LEADS HEAD OF COMMUNICATIONS OPCC PERFORMANCE OFFICER

AGENDA ITEM	SUBJECT
1.	APOLOGIES FOR ABSENCE
2.	DECLARATIONS OF INTEREST
3.	ANNOUNCEMENTS FROM THE COMMISSIONER
4.	ANNOUNCEMENTS FROM THE CHIEF CONSTABLE
5.	THE COMMISSIONER'S POLICE & CRIME PLAN 2021-2025 - PRIORITY 5: VICTIM SUPPORT & SAFEGUARDING REPORT FROM THE CHIEF CONSTABLE
6.	PUBLIC QUESTIONS ON VICTIM SUPPORT & SAFEGUARDING
7.	ANY OTHER BUSINESS



Derbyshire
Police and Crime
Commissioner

Protecting Communities,
Fighting Crime



AGENDA ITEM

5

PERFORMANCE SCRUTINY MEETING

REPORT TITLE	THE COMMISSIONER'S POLICE AND CRIME PLAN 2021-2025 - PRIORITY 5: VICTIM SUPPORT AND SAFEGUARDING
REPORT BY	CHIEF CONSTABLE
DATE	6 JULY 2022

PURPOSE OF THE REPORT

To provide assurance to the Police and Crime Commissioner that the Constabulary are making progress towards the Commissioner's Police and Crime Plan Objective 5: Victim Support and Safeguarding.

ATTACHMENTS

Appendix A: Victims Code of Practice Leaflet

RECOMMENDATIONS

To determine if the Commissioner can gain direct assurance that this area of business is being managed efficiently and effectively

CONTACT FOR ENQUIRIES

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1. OVERVIEW OF THE STRATEGIC PRIORITY

- 1.1 Derbyshire Constabulary has an embedded governance structure to ensure accountability and oversight of Victim Support and Safeguarding. This is via the force's internal Strategic Vulnerability Board, chaired by the Deputy Chief Constable and the force's Strategic Fighting Crime Board, chaired by an Assistant Chief Constable. In addition, the force actively contributes to partnership governance arrangements to ensure a collaborative approach to improving service to the public, specifically to the Derby and Derbyshire Children's Safeguarding Partners (DDSCP), Derby City Adult Safeguarding Board and Derbyshire Adult Safeguarding Board for the County.
- 1.2 Several key workstreams have been delivered to ensure the Constabulary is in a strong position to support and safeguard the vulnerable. This is evident in the investment and changes in approach to Crime Data Integrity and Child Protection. In doing so, vulnerability is better understood, identified, and responded to.
- 1.3 The force continues to keep pace with future changes, including the forthcoming Domestic Abuse Act 2021, which from June 2022 will see an extension of the timeframe for reporting domestic abuse common assaults, recognising children as victims together with increased provision for emergency accommodation for those adversely impacted by domestic abuse.
- 1.4 Recognising children as victims comes with the procedural impact of referring children to victim services and ensuring they are effectively supported. The force is working with partners to develop appropriate processes and operating procedures in relation to this.
- 1.5 There continue to be challenges in relation to accommodation provision for children, either remanded into police custody or when taking children into police protection. This has been escalated within the partnership, which the force will continue to report on to ensure sufficient provision across the partnership.
- 1.6 The force continues to work in partnership to improve the support for victims, both in relation to the initial response to crime, but also throughout the criminal justice process. A peer review was commissioned by the Police and Crime Commissioner, NHS England/NHS Improvement Midlands, and Derbyshire County Council to

assess the services for victims and survivors of sexual assault and/or abuse. The findings were positive in relation to the support available for all ages and genders across Derbyshire. In addition, through partnership the force is continuing to improve the provision for victims to give evidence in a conducive environment. As such, efforts are ongoing to provide live stream capability for victim evidence from Sexual Assault Referral Centres directly into Court.

2. SUMMARY OF ACHIEVEMENTS IN THE PAST 12 MONTHS

2.1 The following has been achieved in the past 12 months:

- Improvements in focus on vulnerability across the force, and cultural change to support this. This is resulting in better identification of vulnerability, quality risk assessments and appropriate responses from officers and staff.
- Creation of a force wide centralised Missing Team who undertake investigations into all missing persons across the county immaterial of risk. They work with partner agencies to safeguard those who have been missing, looking at opportunities to support those individuals to reduce further missing episodes.
- Creation of a centralised Exploitation Team investigating sexual exploitation, criminal exploitation, and county lines, ensuring an appropriate, efficient policing response to safeguarding those at risk, as well as identifying and disrupting those responsible.
- Formation of a Safeguarding Co-ordination Hub including the centralisation of the Domestic Abuse Review Team, supporting adult and child safeguarding referrals and better partnership working.
- Overhaul of the working practices regarding online child protection, through investment in the Protecting Children Online Team. They focus on safeguarding those at risk of online sexual abuse and pursuing those making and sharing indecent images of children. They make early links with partners to effectively safeguard at the earliest opportunity.
- Creation of automatic victim information regarding the support services available. This ensures all victims of crime are provided with written details of who they can contact for support. Whilst referrals are still made by the Constabulary, this information empowers victims to be able to self-refer as they see fit or keep the details until a time they feel they can engage. This also

provides wider support services, enabling victims to seek help on wider matters to improve their circumstances.

- Development of an instantaneous victim services referral service to improve access and support to victims of crimes, ensuring victim service providers can contact victims without delay and provide timely support.

3. SUB-OBJECTIVE 1: ALL VICTIMS OF CRIME, REGARDLESS OF THE TYPE OF CRIME AND LOCATION, BEING TREATED FAIRLY AND TO RECEIVE APPROPRIATE SUPPORT FROM THE FORCE

- 3.1 Victims' Code of Practice (VCoP) Action Plan has been created and is reviewed quarterly with the Office of the Police and Crime Commissioner (OPCC)/force VCoP Sub-Group in order to ensure delivery and make any necessary changes to the plan to ensure that it remains fit for purpose.
- 3.2 A Victims' Code of Practice (VCoP) and Victim Satisfaction training is planned for late summer of 2022 for officers and investigation staff. The training will be focused on the needs of victims, VCOP, support from Victims' Services including the 'opt out' changes (see 3.7 and 3.8 below), how to refer Domestic Abuse and sexual offences, current victim satisfaction and the use of technology. One of the key messages is that VCOP is likely to be Victims' Law in the future and in addition to the obvious service benefits of complying with, for example, delivering updates when agreed, it will become unlawful for officers not to do this.
- 3.3 Derbyshire NCALT VCoP E-learning package has been updated with the current VCoP changes from 2020 and a further update is to be completed summer 2022 with the new Victim Service 'opt out' process.
- 3.4 Customer Service training including VCoP and victim satisfaction is included in the Control Room (CCMC) new recruit training program.
- 3.5 A Derbyshire VCoP leaflet for victims has been created and the link is included in the automatically generated emails. The leaflet includes information regarding the victims' rights and victim service information, with links to the CORE Derbyshire website.
- 3.6 Monthly VCoP case reviews are completed with the results being reported back to the Head of Criminal Justice and the OPCC.

- 3.7 Criminal Justice Department (CJ) and OPCC have reviewed the use of Victim Services within Derbyshire Constabulary. Part of this review has been looking at making the process of referrals easier and improving the support provided to victims. As a result, Derbyshire Constabulary has removed the 'opt in' process for all victims of 'non-specialist' crime (crimes other than Domestic Abuse and Sexual Offences). This means victims of 'non specialist' crime no longer need to consent for a referral to victim services. For each crime occurrence created, an email is automatically generated and sent to the victim explaining which Victim Service they have been referred to or giving them details of the service and other support services they can contact. At the same time, a PDF of basic crime details is emailed to Derbyshire Victim Services – this is classed as a referral.
- 3.8 The Victim Service 'opt out' model guidance has been issued to officers and the process updated on Connect. The Customer Service Policy is due to be updated late summer 2022 once an evaluation of the 'opt out' process has been completed. The aim of this change is to ensure greater access to victim services for those who need it.
- 3.9 The Head of Criminal Justice and the OPCC have regular Victim Service Contract monitoring meetings to ensure the victim is receiving the best possible support.
- 3.10 Victim surveys provide a vital tool for the force in improving our understanding of the service provided to victims of crime. A victim survey Power BI dashboard has been created giving officers and staff an overview and easy access to the performance data and victim comments. At an operational level, the monthly information provided by respondents is used to improve local service delivery, with dissatisfied responses sent out to supervisors to be addressed with individual officers in terms of potential service recovery with victims but also lessons learned for the future. Positive feedback is often also provided by respondents, and this is similarly shared with the sections concerned.
- 3.11 Derbyshire continue to take a collaborative approach to the current domestic abuse, stalking and harassment survey with the latest amendments live since April 2022. Leicestershire Constabulary undertake the survey for a number of forces and this enables us to have an aligned approach, share best practice and benchmark against other forces satisfaction levels.

- 3.12 A Domestic Abuse Victim Survey Satisfaction Power BI dashboard is in development with the performance team.
- 3.13 The Service Improvement Officer attends the National User Insight Group looking at victim surveys and feedback (customer insight). The group aims to discuss and progress an aligned approach, share ideas and best practice. Currently output from previous meetings is aligning our approach to the National changes around Domestic Abuse, stalking and harassment, best practice, and some consistency of approach between forces.
- 3.14 The force prioritises Domestic Abuse dependant on the victim risk assessment. All high-risk cases are referred to Independent Domestic Violence Advocate (IDVA), medium and standard risk DA are risk assessed on the Domestic Abuse, Stalking and Honour risk Assessment (DASH) and if support services are accepted (consent provided) referred immediately to Refuge or Elm. Those that do not consent are still prioritised for a single session of support from the force Victim Care Unit.
- 3.15 Referrals to Derbyshire Victim Services are sent immediately and those with VCoP enhanced entitlements are prioritised within Derbyshire Victim Services for immediate support. Leaflet provided at Appendix A.
- 3.16 Criminal Justice and the OPCC have regular review meetings with Derbyshire Victim Services to align victim prioritisation to the force crime priorities.
- 3.17 Sexual offences are reviewed daily by the Victim Care Unit and referred to SV2 or other support services if required.
- 3.18 A Criminal Justice Journey survey link has been included in the standard Witness Care Unit letter. There has been a very small uptake of this survey at present but moving forward this will provide information for case studies. In the last five months (January – May) the new process has referred 17,865 victims to service providers, this is a 91% increase on the same 5 months in 2021 with the previous Opt in service.
- 3.19 The Domestic Abuse and stalking and harassment surveys have additional questions included to see if victims would like to be involved in future research work/focus groups. This will help with future victim journey case studies.

4. SUB-OBJECTIVE 2: IMPROVING SUPPORT FOR, AND COMMUNICATION WITH, ALL VICTIMS OF CRIME – INCLUDING IMPROVEMENT TO 101 AND 999 SYSTEMS AND ONLINE CHANNELS

- 4.1 For each crime occurrence created for victims of ‘non specialist’ crime an email is automatically generated and sent to the victim explaining which Victim Service they have been referred to or giving them details of the service and other support services they can contact. A link to the Derbyshire VCoP leaflet is included.
- 4.2 101 call handlers send a text or email to victims with their occurrence number, information about victim services and a link to complete an online survey regarding the service they have received from Contact Management.
- 4.3 Derbyshire is leading nationally on the development of a victim’s app that all victims and witnesses will be able to use for the life of the case. The app will have useful information for victims, a frequently asked questions section, and will allow victims to watch a video on what to expect at court.
- 4.4 It would also provide direct communication with Witness Care to request special measures and communicate court availability and assist in changing court dates and locations. Victims will also be able to indicate if they would like the option of putting their case forward for an earlier trial where possible.
- 4.5 This app could facilitate direct access to victim services and to details of the rights the victim is entitled to under the Victims’ Code of practice. The Ministry of Justice and other forces have expressed an interest to work collaboratively on this.
- 4.6 Victim satisfaction rates for the past four years regarding Ease of Contact and Kept Informed.

Ease of Contact - Satisfaction Rate				
Satisfaction Rates	2018-19	2019-20	2020-21	2021-22
Average	94%	94%	92%	92%
Domestic Abuse	90%	91%	91%	94%

The table shows that satisfaction has reduced by 2% and all ‘Ease of Contact’ victim comments are reviewed monthly. ‘Ease of Contact’ is the first question in

the survey and the comments show that not all the dissatisfaction is necessarily about the service provided by CCMC but more about the overall service provided by the police.

Kept Informed - Satisfaction Rate				
Satisfaction Rates	2018-19	2019-20	2020-21	2021-22
Burglary	78%	72%	72%	78%
Criminal Damage	68%	61%	61%	64%
Hate	78%	72%	74%	68%
Theft	80%	77%	69%	59%
Vehicle	70%	69%	71%	56%
Violent	72%	71%	71%	56%
Average	73%	69%	69%	64%
Domestic Abuse	83%	64%	58%	68%

4.7 Ease of Contact continues to remain high, with the current satisfaction level of 93%. Comments are reviewed monthly as not all dissatisfaction recorded in this section refers to the service provided by the call handlers in Contact Management.

4.8 The 101 online survey was introduced in July 2021 with a total of 225 responses.

Satisfaction rates	%
Time taken to answer your contact	76%
Service provider by operator	83%
Communication skills of the operator	87%
Time taken by the operator to deal with your contact	82%
Overall experience	76%

4.9 The specific issues raised by victims surveyed remain the same and relate to not being kept informed of progress with their case. An additional question has been introduced to the survey asking if the victim was expecting to be kept informed regarding their case The 2021-22 results show that:

51.2% of victims were expecting an update

- 63.6% were satisfied with the updates they received
- 73.1% were satisfied with the whole experience of their case

3.2% of victims didn't know if to expect an update

- 83.3% were satisfied with the whole experience of their case

45.7% of victims didn't expect an update

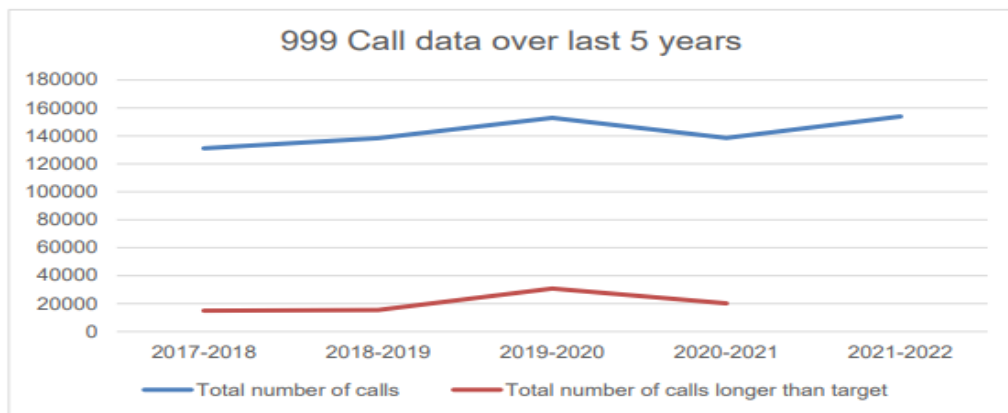
- 91.3% were satisfied with the whole experience of their case

This shows that officers and call handlers are managing victim's expectations.

- 4.10 Ongoing communications to promote managing victim expectations and updating victims with the progress of their case to continue within force. With a possible trial later in the year to see if the use of Power Automate could be used for officers to send more frequent text updates.
- 4.11 Ongoing communications to promote managing victim expectations and updating victims with the progress of their case continues, with a possible trial later in the year to see if the use of Power Automate could be used for officers to send more frequent text updates.
- 4.12 All the victim satisfaction issues have been included in previous training days prior to Covid-19, the NCALT VCoP E-learning and the training planned for summer 2022 will be focused on the needs of victims, VCOP, support from Victims' Services including the 'opt out' changes.
- 4.13 The implementation of a Crime Resolution Investigation Management team has allowed the force to deal with a larger proportion of crimes remotely, finalising investigations quickly and improving service and satisfaction further.
- 4.14 Witness Care continue to keep victims and witnesses informed of the journey of their case through the criminal justice system once a matter has been allocated a first hearing. They offer a means of communication between victim, witnesses, and the CPS, ensuring victims and witnesses attend court and reduce the number of ineffective trials.

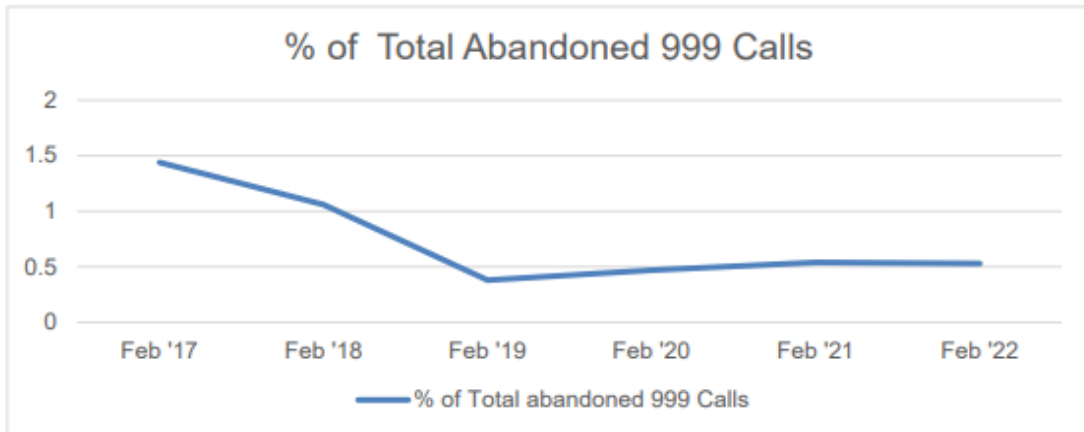
4.15 The below tables and graphs provide an overview of 999 call handling performance for the last 5 years, including number of calls, average waiting time, service level attainment % (i.e. % of calls answered within target) and abandonment rate.

Period (April – March)	Total number of calls recorded	Total number of calls longer than target	Total Number of Abandoned Calls
2017/2018	131,113	14,917	2,196
2018-2019	138,406	15,420	1,003
2019-2020	152,944	30,762	1,392
2020-2021	138,575	20,189	966
2021-2022	153,912	No data available	949



999 Call Data over last 5 years

Date	% Total abandoned 999 calls
February 2017	1.44
February 2018	1.06
February 2019	0.38
February 2020	0.47
February 2021	0.54
February 2022	0.53



999 Call Data Average Wait time over last 5 years

Date	Average Wait Time
February 2017	7 sec
February 2018	7 sec
February 2019	6 sec
February 2020	8 sec
February 2021	6 sec
February 2022	7 sec

4.16 999 performance is measured against a national Home Office set target of answering 90% of 999 calls within 10 seconds. Whilst historic data is shown above, bringing this up to date for the last 12 months' period (April 2021 to March 2022), 167,506 999 calls were received with an average wait time of 8 seconds. The SLA% performance figure was 70% (i.e. 70% answered within 10 seconds), with the level of abandonment being low at only 0.61% of calls (based on abandonment at any time length, including prior to the target period). When calls that are abandoned before the 10 second target are removed, the abandonment figure is reduced even further to just 0.17% (297 calls for the full 12 month period). April 2022 shows a slight increase in performance to 77% of 999 calls answered within 10 seconds. 999 call levels remain high compared to pre-pandemic levels and addition focus is being given within Contact Management to further improve 999

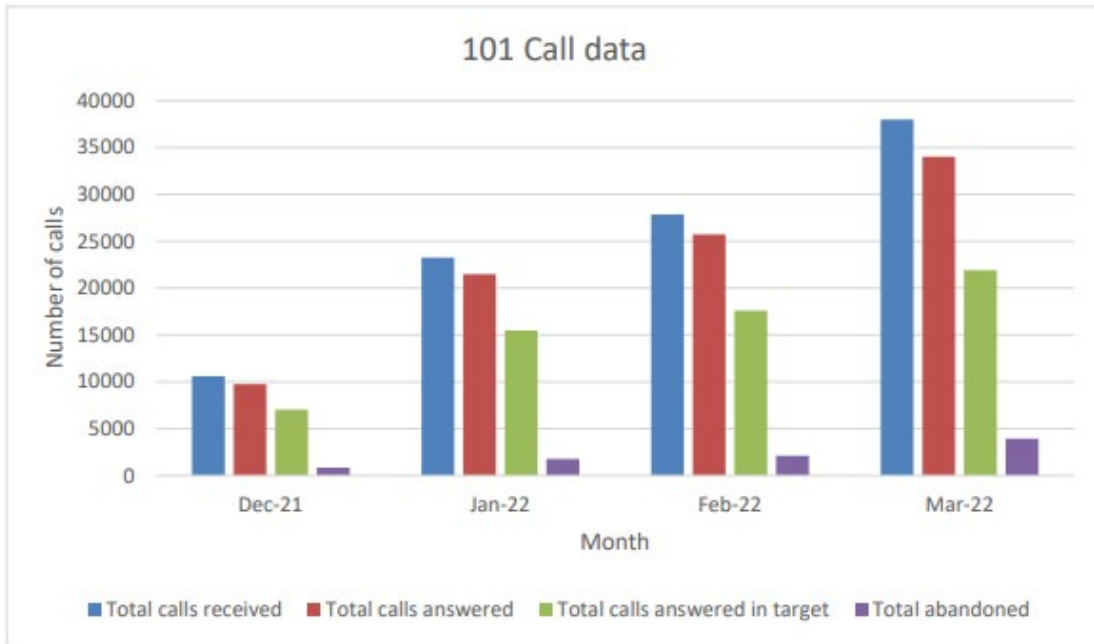
performance through a short term increase in the number of dedicated 999 call takers, a focus towards performance culture and Inspector ownership, as well as longer term increased staffing levels and recruitment

- 4.17 The Constabulary has been reviewing and improving its 101 performance with the introduction of the 101 Triage service in late December 2021, which assess all initial 101 calls to try and resolve incidents as quickly as possible for all callers. Any new incident/crime reports are separated and transferred to a control room function. This separation has reduced waiting time and abandonment significantly as can be seen by the below graph. The Public Contact Improvement Programme (PCIP) now reviews all aspects of Contact Management service delivery. The Crime Resolution Incident Management Team assist with crime recording, which was previously undertaken exclusively by operators. This frees up operators to handle calls.



- 4.18 Context is important around changes in performance. The late 2019 through to late 2022 period reflects the introduction of THRIVE and vulnerability assessment and the fact that crime recording at first point of contact was introduced to the 101 call handling process with no significant increase in staffing. This resulted in longer processing times, which in turn lead to longer wait times and a higher abandonment rate. The Constabulary value the importance of an effective non-emergency response and in late Dec 2021, a change was made to 101 call handling. An initial Triage service was introduced which has allowed calls to be assessed and processed more quickly with a proportion of calls requiring complex

action to be transferred to specialists, improving Service Level Agreement (SLA) percentage achievement, and reducing waiting times and abandonment rates as a result. This initial triage service is handled through the Alcatel telephony system and has managed two thirds of the 101 calls received since December 2021. This data cannot however currently be integrated into PowerBI.



4.19 Over the past few months clear improvements have been made. This has been an organisational priority set by the Chief Constable to improve the service and performance in this area and the changes have seen this achieved. The average call waiting times are now fairly static, and significantly reduced from previous years. The number of 101 calls have increased significantly whilst the abandonment rate has remained constant. The number of 101 calls received also tend to increase during the warmer months, which is likely to impact on performance data. The average wait times have also decreased significantly for 101 calls and are now at a level which has been consistent for the past four months with an average waiting time for first contact being only 39 seconds.

Month	Average Triage Wait Time (hh:mm:ss)	Average CW Wait Time (hh:mm:ss)
Jan-22	00:00:37	00:03:42
Feb-22	00:00:34	00:03:32
Mar-22	00:00:37	00:04:52
Apr-22	00:00:39	00:05:28

In addition to reduced waiting times and improved service level attainment

Compared to pre-triage performance, April 2022 has seen a further reduction in abandonment rate, with this now being only 6.5% (calls abandoned after target).

4.20 Contact Management department is currently working in conjunction with the constabulary's Business Change and Innovation department (BCI) to complete a review of how all services are delivered. This review covers a number of workstreams which includes focus on:

- structure
- staffing roles
- responsibilities
- processes
- performance, and
- technology

4.21 As part of this wider work, the recent implementation of, and ongoing assessment and evolution of the 101 Triage Service and the CRIM Team continue to deliver good performance around initial 101 contact (which has seen reduced wait times, reduced abandonment, and higher service level %), crime recording and the investigation/resolution of crime.

4.22 A number of initiatives have been introduced and/or are being explored to manage demand more effectively, further improving performance and the quality of service offered to victims. These include:

- Introduction of crim prevention advice to victims
- Working with partners to agree a Most Appropriate Agency policy ensuring that only police demand is directed to police
- Continuing to develop a range of accessible channels including digital contact means and further enhancements through the Single Online Home service
- Increasing the use of scheduled appointments, and including the use of video appointments

- Introduction of the officer contact line allowing victims to contact the officer dealing with their crime without the need to wait on 101
 - Development of a new Interactive Voice Recognition (IVR) feature to allow more efficient call routing
 - Introduction of a more focused performance culture led by the Inspector on each shift group, and developing Performance Manager roles through the PCIP programme
 - Exploration of more effective data dashboards and data reporting tools to further improve efficiency and productivity (this includes the use of Power BI and the need to integrate Alcatel data).
 - There is an expectation that messages that could be left for officers during leave or sickness are discussed with their line management as part of their workload and victim updates and if necessary are reallocated to another officer and voicemail should form part of this process. The expectation is that officers will return the call as soon as is practicable once back at work. This line is for updates and not to report crimes hence it is considered a low risk contact method.
- 4.23 An uplift of 14.5 FTE additional staff has been approved and recruitment is actively underway to ensure all vacant posts (including the uplift) are filled as soon as possible, providing more staff to be able to answer 999 and 101 calls and deal with digital contact, thus improving performance further.
- 4.24 Under the PCIP, market engagement has been undertaken with control room suppliers to explore the possible replacement of current technology which includes new telephony solutions, integrated digital contact, and more effective performance management software, all of which have the potential to further improve performance around emergency and non-emergency contact.
- 4.25 It should also be noted that with effect from 31 May 2022, 999 performance data of all forces will be published via the police.uk website

5. SUB-OBJECTIVE 3: COMMISSIONING APPROPRIATE TOP-QUALITY SERVICES TO SUPPORT THOSE WHO ARE VICTIMS OF CRIME AND HELP THEM TO COPE AND RECOVER

- 5.1 Victim Support Services are independent of the police. They are commissioned by the Police and Crime Commissioner, working in collaboration with the force. The Head of Criminal Justice has regular meetings with OPCC in order to review current practice and contract management. Work is ongoing with the OPCC to understand victims needs for support services, including specialist services, and evaluation of these services.
- 5.2 The OPCC has commissioned a research project to assess victim needs and the Head of CJ is working with the OPCC on this. The aim of this project is to understand what victims need, where our gaps are, what is working well and not so well across the whole of the county.
- 5.3 Data is shared with the OPCC to discuss numbers and quality of referrals made to Derbyshire Victim Services.
- 5.4 A Victims' Code of Practice (VCoP) and Victim Satisfaction training is planned for late summer of 2022 for officers and investigation staff. The training will be focused on the needs of victims, VCOP, support from Victims' Services including the 'opt out' changes and how to refer Domestic Abuse and sexual offences, as well as current victim satisfaction. All officers are provided with full details of the support services available to their victims and encouraged to signpost their victims to the CORE Derbyshire website.
- 5.5 For each crime occurrence created, an email is automatically generated and sent to the victim explaining which Victim Service they have been referred to or giving them details of the service and other support services they can contact and refer themselves to.
- 5.6 101 call handlers send a text or email to victims with their occurrence number, information about CORE Derbyshire/victim services.
- 5.7 Work is currently ongoing to review how other forces engage with victims to share their lived experiences. The Head of CJ and the OPCC are working together to set up a Force Victim Governance Board and this will be one of the priorities/work

strands.

6. SUB-OBJECTIVE 4: JOINT WORK WITH POLICE AND PARTNERS TO PREVENT VIOLENCE AGAINST WOMEN AND GIRLS

- 6.1 The force and the OPCC have created a partnership strategy to tackle violence against women and girls to deliver on one of the Commissioner's priorities within her Commissioner's Police and Crime Plan. This has been informed by wider partners in the City and the County and developed through public engagement and survey organised by the OPCC.
- 6.2 Support for this strategy has been provided through the Derbyshire Chief Executives meeting and the strategy is going through the final consultation phase prior to sign off, it is anticipated that this will be early June 2022.
- 6.3 A newly created dedicated VAWG subgroup has been created as part of the Derby and Derbyshire Community Partnership Board structure. This group has the remit to turn the strategy into clear action.
- 6.4 The force has in existence its own VAWG action plan and work has been continuing to deliver against this for some time. This work was the subject of a previous PSM and will be revisited again through that forum in the near future.

7. SUB-OBJECTIVE 5: A TARGETED AND SUSTAINED EFFORT BY THE POLICE AND PARTNERS TO TACKLE AND REDUCE KNIFE AND VIOLENT CRIME

- 7.1 Derbyshire Constabulary have an appointed force lead to coordinate the response to Serious Violence and Knife Crime (SVaKC). They have worked closely with Derby City Council and Derbyshire County Council to complete a strategic profile of SVaKC for Derbyshire. Each organisation has supplied an individual to work on this and have met with analysts from Derbyshire Constabulary, who are collating and analysing the data in order that the response from Derbyshire as a whole county is relevant to the problem we face.
- 7.2 A definition of Serious Violence is not provided therefore one was agreed as a partnership which is 'Violence resulting in, or potential to result in significant injury with or without weapons, with the inclusion of all ages'. Crime groups include

robbery, violence with injury (GBH and above), any offence involving a knife and homicide. It excludes sexual violence and/or serious violence in domestic settings.

7.3 This work will inform a partnership Serious Violence Strategy which will be required in the future under the duty on public bodies and specified authorities and services to work together to tackle Serious Violence. Alongside that, Derbyshire Constabulary are producing a Policing Serious Violence Strategy with a supporting action plan to support and direct our existing response to SVaKC from a policing perspective. This enables the force to take tactical action at a local level continuously prior to the Countywide Strategy being completed. We are also undergoing changes to the governance structure in relation to SVaKC to ensure there is a fit for purpose process in place to ensure effectiveness and accountability from all agencies. This will include the introduction of a partnership Serious Violence Board with members from all relevant partner agencies to provide an integrated approach across the partnership.

7.4 Encouragingly, the number of Knife Crime offences has decreased over the last four years. Recorded police data shows in Derbyshire from April to March in 2018/19 there were 606 offences, in 2019/20 there were 663, in 2020/21 there were 608 and in 2021/22 there were 509. A break down per section is below.

Division	Section	KC Occurrences 2018/19	KC Occurrences 2019/20	KC Occurrences 2020/21	KC Occurrences 2021/22	Grand Total for KC Occurrences
South Division	Derby East	62	99	77	47	285
	Derby North	130	129	116	127	502
	Derby South	25	34	35	29	123
	Derby West	126	100	110	78	414
	Erewash	64	75	46	39	224
North Division	Amber Valley	66	66	47	39	218
	Chesterfield	53	50	58	54	215
	Derbyshire Dales	14	22	14	13	63
	High Peak	22	34	42	35	133
	North East and Bolsover	42	52	61	44	199
Other	Not Recorded	2	-	-	1	3
	OOF	-	2	2	3	7
Total		606	663	608	509	2386

7.5 There has been a vast amount of work undertaken locally to tackle knife crime and persistent knife crime offenders. The most embedded piece of work is the introduction of 'knife crime tasking'. This is a meeting held once a week on both North and South divisions which ensures that every strand of intelligence that

comes into the police relating to knife crime is tasked out and actioned to progress or develop. The meeting is attended by a member of each policing area, Youth Offending Services, a member of the force exploitation team, representatives from the Councils, voluntary organisations including Catch 22 and education. The action taken is varied but can include visits to individuals, prosecutions, information sharing or referrals to schemes like 'drop the knife' for mentoring work.

- 7.6 This tasking is constantly developing and is in the process of becoming 'Serious Violence Tasking', which will include all intelligence linked to serious violence. It will be both people centred, meaning it focuses on individuals, but also place based, meaning hot spot areas will be identified and each one will have a problem management plan that runs alongside it. This process allows police to tackle repeat offenders as they are then aware of those who have featured in the process previously and allows data sharing between partners.
- 7.7 Another piece of work which was undertaken through the winter months was Operation Wintershield. This was what led to the change in tasking as it focussed on using analytics to create hotspots for violence which were RAG rated with red being the most prevalent and green least concern. With each rating there was a list of tactical options for the Section Inspector to use to tackle the issue. The data from Operation Wintershield has been gathered and it shows the operation had a positive impact. Between November 2020 and February 2021 there were 226 weapon possession offences. That is the baseline for comparison. During the same period in 2021/22 when Op Wintershield ran there were 283 possession of weapon offences. What this shows is that during that period, while knife crime reduced overall, we were able to do that while increasing the proactive results for locating weapons. The only areas that increased in risk during the period did so simply because of the number of weapons located through proactive work. This demonstrates that there was a residual risk, but police targeted the right persons and located weapons, therefore actually decreasing that risk. All officers receive training in relation to Stop and Search which includes when searching for weapons and during Op Wintershield reminded of their powers. The lead for Stop Search was also consulted in relation to the operation for advice and awareness. There were 320 stop searches for bladed articles, 88 more than the previous year. These involved 284 people. 21% of these ended in a positive outcome. 10% ended in an

arrest. The number of offences involving serious injury also decreased from 3 in week 1 to only 1 in week 7. There was also a 10% increase in intelligence items submitted during the Op Wintershield period. The RAG rating was used for the Op Wintershield period however a dashboard is being written which will allow us to have the data available hourly. This will enable Local Policing Inspectors to use the information to tackle any hotspots they have in their area with the previously agreed tactical options.

- 7.8 Derbyshire Constabulary are launching a board game they have produced, funded by the Councils, to use as an educational tool in schools and other youth settings. This uses the story of a juvenile who takes a knife out in public and ends in him using it as a weapon. This is an interactive game which allows the children playing to make decisions about what happens next. It uses videos to show the children the outcome and has been supported by the mother of a juvenile who sadly lost his life to knife crime. She is filmed as part of the video to educate the children of the risks and the impact.
- 7.9 Derbyshire Constabulary have also worked with EMAS to provide 'bleed control cabinets' in areas of the county and city most likely to need them. These cabinets work in a similar way to defibrillators and can be used by members of the public to provide lifesaving first aid to persons suffering from a catastrophic bleed.
- 7.10 There has been a significant increase in 'violence without injury' over the last 4 years with the data showing that in 2018/19 there were 3242 offences, in 2019/20 there were 6321, in 2020/21 there were 6303 and in 2021/22 there were 8804 offences. However, this significant increase has been largely impacted by much improved crime recording.
- 7.11 The data for 'violence with injury' during the same time period is much more encouraging, showing that in 2018/19 there were 6499 offences, in 2019/20 there were 6517, in 2020/21 there were 4951 and in 2021/22 there were 6075. The low figure in 2020/21 is likely to be due to national lock down restrictions.
- 7.12 Derbyshire Constabulary use several tools in the fight against knife crime, some of which have already been mentioned. There is good partnership working throughout the County to tackle the issue including with third sector organisations. Drop the Knife and Catch 22 are two schemes that are used to refer people who

are involved in knife crime or at risk of becoming involved in knife crime. They will work with those individuals to provide mentoring and support to help them understand the dangers and to make better choices.

- 7.13 A video is in the process of being made to use as a tool for those persons arrested for being involved in SVaKC. This will be targeted at those people who are on the cusp of making some poor decisions in life and will hopefully encourage them to see the impact knife crime can have on the family of both the victim and the suspect. This video can be played as part of the knife crime board game but when created will need to be appropriate for the different audiences.
- 7.14 The creation of a 'performance dashboard', which will provide up to date detail relating to what offences have happened when, is ongoing to allow Local Inspectors to plan to tackle current or upcoming issues. This will also allow them to take into account seasonality issues and give them the information required to prepare for it.
- 7.15 As mentioned, third sector organisations work with the police to tackle SVaKC. An example of how the referral process from Police into those organisations that assist with mentoring and guiding those involved in, or at risk of being involved in knife crime is as follows:

Young person A came to police attention as a result of stabbing young person B. Person A was remorseful and afraid of a potential prison sentence. He was given support from a case worker for Catch 22, an organisation who give support to young people at risk of exploitation to give them resilience and allow them to take control of their own lives. He also received support from a police officer in the safeguarding team with whom he built a great relationship. Through these relationships he opened up about why he had taken the route he had. Those working with him focused on the consequences of knife crime and he was frustrated about the stress he had placed on himself and his family. He was encouraged to focus on his job and making better choices and is now keen to assist in supporting other young people in similar situations.

8. SUB-OBJECTIVE 6: HAVING A PARTNERSHIP APPROACH TO SAFEGUARDING CHILDREN AND ADULTS AT RISK OF EXPLOITATION AND ABUSE, INCLUDING ONLINE CRIMINALITY

- 8.1 The force has made a concerted effort to establish a culture that prioritises the identification and safeguarding of the vulnerable. The commitment from the Chief Constable and Senior Leadership Team, strongly supported by the Police and Crime Commissioner has established vulnerability as a priority.
- 8.2 The Chief Constable gives leadership on the importance of safeguarding and protecting children. This is supported by the multi-agency Derby and Derbyshire Safeguarding Children's Board (DDSCP), together with the Deputy Chief Constable who is the force's senior responsible officer for vulnerability. Both Assistant Chief Constables hold portfolios which support the vulnerability strategy, from an operational delivery of specialist crime, initial response, and partnership and prevention strategy.
- 8.3 The Constabulary is continually reviewing how it delivers against the wider context of vulnerability, from its identification to delivering an appropriate response. The force has invested in its two front doors for reporting, that is, the Contact Management Centre and the Safeguarding Coordination Hub.
- 8.4 Within the Contact Management Centre, the Crime, Investigation Management team (CRIMt), consisting of 1 Detective Inspector, 3 Sergeants and 24 Constables, undertake vulnerability assessments, known as Thrive. The force appropriately deploys resources to incidents where vulnerability is a factor, whilst also maximising opportunities to resolve investigations at the earliest point as described earlier in the report.
- 8.5 The Safeguarding Coordination Hub sees the force's former Neighbourhood Safeguarding Teams and Risk and Referral Unit merge to form a central function. The role of the Safeguarding Coordination Hub is to identify hidden vulnerabilities, through effective information sharing and partnership working, as well as to ensure any criminal investigation is assigned to the most appropriate resource. The centralisation offers opportunity to increase capacity to meet increasing demand, together with ensuring consistency in service across the force.
- 8.6 The force is committed to collocation of operational teams with partners to improve

collaboration and as partners have maximised agile working opportunities during the pandemic, a hybrid approach is now developing. Staff have resumed colocation in City MASH, with plans to return to the County equivalent.

- 8.7 Within the Safeguarding Coordination Hub, strong leadership has sought to improve our practices regarding the quality of referrals to partner agencies. This has involved working with partners to improve the unit's understanding of thresholds for referrals, with a focus on the continuum of risk to maximise opportunity for early help provision and appropriate intervention.
- 8.8 The force has consistently attended 100% of all Initial Child Protection Conferences since May 2021. This enables the partnership to identify and assess risk, through taking a collective view of partnership information, as well as agreeing a coordinated response.
- 8.9 Investment has been made into forming specialist units responsible for safeguarding, including the areas of child and adult exploitation. That is, the formation of a force missing persons investigations team alongside dedicated child and adult exploitation investigation units, all overseen by a Detective Chief Inspector.
- 8.10 The Missing Person Investigation Team, led by a Detective Inspector, consists of 3 Detective Sergeants, 15 Constables, and a Missing Person Coordinator. The Child Exploitation Unit is led by a Detective Inspector and consists of 4 Detective Sergeants and 20 Detective Constables/Constables. The adult exploitation unit is being implemented with an increase in establishment and will be led by a Detective Inspector, with 2 Detective Sergeants and 14 constables.
- 8.11 The force has refreshed its standard operating model for both missing persons and exploitation, which is compliant with Authorised Professional Practice (APP). Such standard operating procedures provide clarity regarding processes which support the forces commitment to delivering a consistently good level of service.
- 8.12 In addition, the force has made a concerted effort to address the areas highlighted by the 2021 HMICFRS Child Protection inspection, including refocusing mindsets towards vulnerability within missing persons and exploitation. The force has improved trigger plans and flagging of those at risk of exploitation to improve our response to missing persons and those at risk of exploitation. The quality of trigger

plans are enhanced through partnership information from strategy meetings that inform our response in the event of further missing incidents. In the event of repeat missing episodes, systems are in place to ensure timely referrals to partner agencies and to ensure appropriate longer term safeguarding opportunities.

- 8.13 Tackling exploitation is a complex task that requires a multi-faceted, partnership response, including proactively identifying vulnerability through intelligence development and intelligence sharing with our partners. Operation Liberty has been reinvigorated, which provides a referral pathway for partners and commissioned services to submit concerns regarding exploitation, again improving the overall intelligence profile of missing persons and those at risk of exploitation. Noticeable improvements have been made in the quality of return home interviews undertaken by the local authority. This supports the Constabulary to focus on tackling criminality to protect children and vulnerable adults who are at risk.
- 8.14 The force recognises the importance of being able to interrogate the information it holds to understand the scale and nature of vulnerability including child protection, exploitation, and online child protection. Committed to investing in its analytical services, the force has developed its reporting capability to provide qualitative data that assists in driving operational activity. As the force has developed this capability, the challenge now focuses on utilising this data to best effect, targeting areas of high harm. Plans are in place to restructure the force's intelligence structures, which will harness and exploit this information to best effect through the implementation of risk and threat desks to drive meaningful intelligence profiles and coordinate activity across the force.
- 8.15 The force is committed to working with our partners to identify and tackle the root cause of exploitation and ensure that contextual safeguarding is the foundation of that response. To do this it is key that as an organisation we understand the drivers of this criminality within our communities, identifying opportunities where we and our partners can intervene to manage and disrupt criminal groups, prosecuting the perpetrators responsible to ensure we deliver the best opportunity to stop the risk of criminal exploitation.
- 8.16 Child at Risk of Exploitation (CRE) tasking, attended by partners and commissioned services, focuses on such activity, assessing concerns regarding

placed based risk, such as repeat locations as well as those suspected to be involved in exploitation. Here, activity is coordinated to disrupt potential exploitation and maximise prevention opportunities in efforts to protect those from harm.

- 8.17 The Constabulary is cognisant of the Jay report and continues to keep pace with emerging practices and recommendations within this area of policing. To illustrate, working in partnership the risk assessment tools for identifying and understanding the level of risk posed to children affected by CSE has been recently refreshed, the terms of reference for the Child Exploitation Investigation team has been re-defined during the forces restructure, providing clarity internally of the roles and responsibilities of the team. Additionally, commissioned services support children at risk of, or being exploited, to ensure children have wider support. Jay report highlighted the need of quality assurance to be undertaken within the Safeguarding Boards. CSE is an area of focus for the Derby and Derbyshire Safeguarding Children's Partnership (DDSCP), which is being managed through the quality assurance sub-group, and reports through the DDSCP governance arrangements. In relation to gaps, a recommendation within Jay report was the introduction of a single manager for a multi-agency CSE team. Currently, the investigation team is not collocated with social care or commissioned services such as Catch 22. However, this is being explored within the partnership.
- 8.18 During a CRE tasking, concerns were raised regarding a premises that hosted under 18s social events, as potentially being targeted by those seeking to criminally exploit children and young people. It was established that recent activity and community intelligence indicated that individuals were carrying weapons. Through CRE tasking, the Constabulary was able to work with a host of partners, including local authority, Safe and Sound and Licensing, to help the establishment to achieve 'safe space status' and assist regarding the training and engagement of people who were working at the venue. Joint outreach patrols were undertaken with youth engagement workers and police to engage with children and young people who may be at risk of exploitation, providing opportunities to build relationships, offer crime prevention advice as well as to gather community intelligence to assist in reducing the exploitation risk.
- 8.19 The force also has dedicated specialist child investigation teams, which focus on

investigating serious child protection investigations. The force recognises the increase in demand within these teams and has developed plans to increase the capacity within them.

- 8.20 In relation to online child protection, the force recognises the proliferation of indecent images of children and online grooming offences. The force has invested in its Protecting Children Online Team (PCOT). This dedicated specialist function is committed to safeguarding and protecting children from online sexual abuse and exploitation, providing better outcomes for children.
- 8.21 An uplift into the department has been made during 2021/22, which has seen the team expand to 2 Detective Sergeants, 16 Constables and 3 Intelligence Officers. The unit's focus and operating model has been refreshed to ensure safeguarding is the overarching focus. Investment has been made in technology to improve the unit's operational management, improving case management to ensure risk is assessed and prioritised accordingly.
- 8.22 Partnership working has also improved since the HMICFRS Child Protection Inspection (2021) with processes in place to share information and mitigate risk to children without delay.
- 8.23 Additionally, the force continues to contribute to the national Child Abuse Image Database (CAID) in which indecent images of children are categorised and assessed for first generation images which may indicate contact offending.
- 8.24 The force recognises the increasing requirement of digital examinations within investigations and are managing current unmet demand in this area. Future plans have been formed to uplift the force's Digital Forensic Unit by an additional 10 staff for phone and computer examinations to address this increasing demand. In addition, investment is being made in ensuring examinations are proportionate and to ensure the force is being as efficient and effective as possible.
- 8.25 An area of online child protection includes youth produced sexual imagery (more commonly known as sexting, or peer-on-peer) which relates to the production and sharing of images between children. The force works in partnership to ensure focused prevention activity in this area. An Online Harms Cyber Subgroup Committee, chaired by the Police, includes partners from City and County Local Authority, East Midlands Specialist Operations Unit (EMSOU) and Designated

Safeguarding leads from Education. This focuses on online harm for vulnerable cohorts raising awareness of online threats and appropriate mitigation.

8.26 One such initiative includes iVengers, a scheme funded by the Police and Crime Commissioner and County Council to train primary school children in online harms. This has been successful and there is now consultation ongoing with Secondary Schools.

8.27 In addition, the force's Engagement Officer has developed a sexting curriculum to be delivered by PCSOs as part of the Citizenship/PSHE curriculum, to primary schools' students (Year 3, 4 and 5) in readiness for progression to secondary schools.

9. **SUB-OBJECTIVE 7: PROVIDING HELP FOR ALL VICTIMS OF DOMESTIC ABUSE AND VIOLENCE, SEXUAL ABUSE AND VIOLENCE, HARASSMENT, AND STALKING, ALONGSIDE A ROBUST APPROACH TO PROTECTION FOR THOSE AT RISK AND THE APPREHENSION OF THOSE WHO COMMIT THESE CRIMES**

9.1 The constabulary has invested in its approach to domestic abuse in a number of ways, for example through improving access to information to the frontline, with intelligence colleagues sharing relevant information on risk factors and intelligence to responders. This includes highlighting cases of high-risk, both in terms of the victim but also children residing in high-risk domestic abuse environments.

9.2 Furthermore, the force has broadened its approach to secondary risk assessments of domestic abuse. Officers assess the cumulative risk through researching previous incidents and crimes to identify patterns of escalation, and the secondary review of this risk is undertaken by a newly formed Domestic Abuse Review Team (DART), based within the Safeguarding Coordination Hub. This function consists of officers specially trained in enhanced risk assessments and provides an objective assessment of incidents for the force.

9.3 Demand in this unit is high and so the realignment of staff to form the Safeguarding Coordination Hub will offer additional capacity to meet the demand requirements. This commenced on 16 May 2022.

9.4 The uplift in the Safeguarding Coordination Hub sees a new Stalking Coordinator

position which has been funded by the Commissioner's recent increase in the council tax precept. The purpose of this post is to improve the quality of service provided to victims of stalking through improved identification of cases, appropriate allocation of investigations, taking into account risk assessments and maximising opportunities to seek additional control measures through civil orders. The role will also act as a subject matter expert, keeping pace with national best practice and taking a leading role in building capability internally through continuous professional development to the frontline. The role is current filled by a police officer whilst the recruitment process for a member of staff is undertaken.

- 9.5 The Constabulary has dedicated teams within its Public Protection Unit who investigate cases of high-risk domestic abuse. These teams have detective resources and are collocated with independent domestic violence advisors. In addition, the force commits to Multi Agency Risk Assessment Conferences, commonly known as MARACs. These partnership meetings share information on the highest risk domestic abuse cases to develop robust plans to safeguard victims at risk of serious harm, including children impacted by domestic abuse. Funding has been secured for a MARAC Independent Chair for the next 12 months, with ongoing consideration of making this a permanent post.
- 9.6 In efforts to ensure Derbyshire's MARAC provision is effective and efficient, the partnership have commissioned a review of Domestic Abuse, including its MARAC function, via Safe Lives. The review will follow the journey of a victim and includes self-assessments, case audits, and workshops across practitioners and strategic leads. This is ongoing, however early indications indicate there are opportunities to streamline the number of cases progressing through to MARAC conference through exploring the introduction of triage mechanisms. This is currently being explored via partners.
- 9.7 The force recognises the impact of repeat and serial domestic abuse, with initiatives such as DRIVE, which shall be referred to in section 11 of this report. However, the force is currently undergoing changes to its operating model, in which investment will be further made regarding a serial and repeat team within the specialist Domestic Abuse Units. This will ensure that focus is provided to these cohorts, regardless of risk level, in efforts to reduce the risk of further

escalation at the earliest opportunity and ensure appropriate support for repeat victims of domestic abuse. The Serial and Repeat Team will be dedicated to the relentless pursuit of perpetrators identified as a potential serial offender. Their primary focus will be to disrupt at the earliest opportunity, whether this be pursuit of a criminal outcome or address offending triggers, such as substance misuse. This will include strong partnership working and liaison with commissioned services in efforts to address offender behaviour.

- 9.8 The force has worked collaboratively with Lime Culture in response to a 'Pathways Review' commissioned by the Police and Crime Commissioner, NHS England/NHS Improvement Midlands, and Derbyshire County Council to assess the services for victims and survivors of sexual assault and/or abuse. The review found that support is available for all ages and genders across Derbyshire.
- 9.9 The Sexual Assault Referral Centre (SARC) which is a multi-partner project commissioned by the Police and Crime Commissioner and the East Midlands Children and Young Person's Sexual Assault Service, offer medical, practical, and emotional support to victims of rape and sexual assault. In addition, a self-referral mechanism also offers opportunity for victims to report confidentially via SARC and ISVAs. During 2021/22 28 self-referrals were received into SARC, 83 within the ISVA service and 18 within the Child ISVA service.
- 9.10 In addition, there are pathways for victims of Sexual Abuse to offer psychological support via counselling provision as well as support victims through the Criminal Justice process. These include Specialist Independent Sexual Violence Advisors (ISVAs) or Children's ISVAs through SV2, Safe and Sound, Catch 22 and SAIL. The force also has a dedicated Victim Care Unit. In addition, opportunities for Independent Stalking Advisors, similar to ISVAs/IDVAs are being explored to improve the support available to victims of stalking. The funding for the Independent Stalking Advisors was obtained by the OPCC from the Ministry of Justice and match-funded by the Commissioner to provide two Independent Stalking Advisors - one each for the city and county.
- 9.11 In efforts to ensure appropriate support to victims, the importance of providing a vehicle for the victim to have a voice within subsequent Criminal Justice proceedings is recognised. Therefore, to ensure a consistent approach to

obtaining Victim Personal Statements (VPS), a dedicated officer has been assigned to work with victims to obtain not only initial VPS's but also subsequent statements throughout the Criminal Justice process.

- 9.12 Within the force and across the partnership scrutiny panels are embedded to inform the quality assurance framework. The rape scrutiny panel has an independent chair and sits quarterly. It is attended by police, partners and SV2 who represent the voice of survivors of sexual abuse. This panel is evolving to link in with the Child Scrutiny Panel, which commenced in August 2021. Issues currently being highlighted within the rape scrutiny panel includes delays in court progress. This has been escalated through internal force governance arrangements and Derbyshire continue to contribute to the national discussion on this matter. Derbyshire are ensuring its preparedness of RASSO post-charge files to ensure cases are best placed for progress in light of plans being developed to expedite progression. In addition, the timeliness of investigations is an emerging area, which the Constabulary are alive to and putting plans in place to make improvements. This is through the Crime Directorate in which dedicated RASSO teams are being formed. To offer some reassurance, the rape scrutiny panel are identifying good practice, in terms of the thoroughness of investigation and effective working with SV2 to ensure victims have appropriate support.
- 9.13 A key focus from the scrutiny panels has been improving the capture of the voice of the child at domestic abuse incidents. Key workstreams have included improving processes to capture voice of the child through prompts to officers at the frontline, improving reporting capabilities to monitor performance and raising awareness of the importance of capturing the voice of the child to understand the needs of children impacted. Noticeable improvements have been acknowledged during the force's re-inspection of child protection, and whilst the force recognises there remains further work to do, it is pleasing to see officers and staff assessing wider risks to children within such environments.
- 9.14 In addition to voice of the child, efforts have been made to improve the quality of investigations and subsequent conviction rates. The force's Achieving Excellence in Investigations Board has focused on areas such as evidence led prosecutions which focus upon pursuing investigations in the absence of victim support. This

reflects our commitment to make concerted efforts to safeguard vulnerable people.

- 9.15 Compliance with the Director General's Guidance, which governs the quality of case files sent to the Crown Prosecution Service, is monitored continually. Updates are passed weekly to the various departments across the force so that they can rectify any emerging issues or trends.
- 9.16 The force has also focused efforts on maximising opportunities for additional control measures through protective orders, such as Domestic Violence Protection Orders (DVPOs), Stalking Protection Orders (SPOs) as well as proactive opportunities for disclosures under the Domestic Violence Disclosure Scheme (DVDS).

10. SUB-OBJECTIVE 8: INCREASING ENGAGEMENT BETWEEN THE POLICE, PARTNERS, AND MEMBERS OF THE PUBLIC TO PROVIDE REASSURANCE AND ENCOURAGE THE REPORTING OF CRIME

- 10.1 The force has recently implemented engagement principles for the Safer Neighbourhood Teams (SNTs), which are the minimum expectations of engagement with our partners and the community. This ensures we have a countywide consistent approach to provide reassurance and encourage the reporting of crime. Community engagement is conducted through face-to-face engagement events, Derbyshire Alert, Derbyshire Talking Surveys, local meetings, and social media platforms such as Facebook and Twitter. This is being progressed and monitored through the governance structures in place within the force.
- 10.2 The force continues to support the expansion of Neighbourhood Watch schemes (NHW). Whilst the public themselves can initiate the setting up of a NHW by completing an online or leaflet application, assistance is provided through the Derbyshire NHW Project Administrator who will take over the arrangements and the administration of the setup of the watch. Funding is available through the PCC's NHW Support Fund for crime prevention initiatives to help protect those vulnerable and provide reassurance.
- 10.3 We are improving our lines of engagement with young people and have set up a youth commission within Derbyshire, with the support of Leaders Unlocked. This

is a project is jointly funded by the Police and Crime Commissioner and involves a group of 20 young persons from across Derbyshire supporting the 'big conversation', which allows us to receive advice and feedback on key issues that impact upon young people. The group are supporting the force as a 'critical friend', providing scrutiny on stop and search and use of force in addition to completing workshops across Derbyshire connecting with several hundred young people on the areas of knife crime, drug and alcohol abuse, sexual harassment, and police engagement. This work helps improve trust, confidence, and engagement within younger members of the community.

- 10.4 Community engagement has taken place with minority communities within Derbyshire following a series of three engagement events hosted by Stuart Lawrence. This involved community safety round table talks with members of the community and key partners discussing Stop and Search, VAWG, Stop Hate UK, Knife Crime and PREVENT. The outcomes of the event was a series of agreed actions to improve trust and confidence which were fed back to the community on the final session hosted on Stephen Lawrence Day 2022.
- 10.5 The force offers a range of ways that victims can report crime. These contact channels include 999 and 101 calls, social media, live chat, online reporting, and SMS text for the deaf service. Additionally, there are four enquiry office counters across Derbyshire that can be utilised. Contact channels are reviewed regularly to ensure that a range of accessible channels are provided.
- 10.6 Once a crime is reported, victims can expect that initial details will be recorded and reassurance and advice will be given. All reports are subject to a THRIVE assessment (Threat Harm and Risk), as well as understanding the vulnerability of the victim and the wider circle of people involved. This will also include whether they are a repeat victim. Initial safeguarding plan advice and crime prevention advice will be given where appropriate and the most suitable form of action determined and advised.
- 10.7 One area of development to improve our engagement service has followed a review of our social media accounts, particularly Twitter. To provide the public with a clearer understanding of who to follow with increased regular output, we will be reducing the number of accounts but aligning them to Safer Neighbourhood areas

to ensure that the public are receiving news and updates that are most relevant to them.

- 10.8 The force recognised during the Covid-19 lockdowns that some victims of domestic abuse were potentially at increased risk as they could not easily leave the home environment. As a response to this, online live chat events were initiated, which provided the opportunity for members of the public to contact a team of leaders and practitioners from the domestic abuse field, including support services.
- 10.9 This has been very successful, with contact received from many members of the public since the sessions were introduced. Since commencing in March 2021, 637 participants have joined the sessions, resulting in 227 questions. However, the social engagement demonstrates a reach of 776,917 on Facebook. Some queries related to general questions about the police response to domestic abuse, or the services that are available to victims, but others related to specific reports from those who were experiencing abuse or knew others that were at risk.
- 10.10 In several cases, the team were able to obtain sufficient details to deploy officers to the victims to deal with offences reported and to provide an effective response.

11. SUB-OBJECTIVE 9: PROVIDING A PROACTIVE APPROACH TO REDUCING RE-OFFENDING

- 11.1 The force contributes to an Integrated Offender Management (IOM) programme that is based on the offenders who pose the greatest risk of further offending. The strategy is consistent with the National Neighbourhood Crime Integrated Offenders Management Strategy. Working with partners across probation, prison, substance misuse and housing providers, the IOM function works with approximately 200 offenders with convictions for serious acquisitive crimes of robbery, burglary, and other thefts excluding shop theft. There is some flexibility to include offenders who may fall outside of this criterion but would benefit from inclusion on the scheme, such as some female offenders. The cohort also includes offenders with recent convictions in relation to drug possession with the intent to supply.
- 11.2 Since September 2011 the force was included in the Acquisitive Crime Electronic Monitoring (ACEM) pilot. The pilot mandates that a Global Positioning System (GPS) electronic tag is fitted to offenders who meet criteria based on their previous

convictions and sentence. The system, owned by probation, allows the location of the wearer to be monitored and trail data to be generated. The primary aim of this is for challenge and trust to be built between the offender and their probation offender manager. These offenders are included on the IOM scheme.

- 11.3 The data offers the force a tactical tool to compare the location data alongside crime trends of certain serious acquisitive crime, to provide potential lines of investigation. Since January 2022 over 2700 crimes have been cross referenced to the GPS data, resulting in six positive cases of lines of enquiry. This low number is encouraging as the emphasis of the pilot is for desistance from crime.
- 11.4 Working in partnership, the force has various domestic abuse perpetrator programmes that seek to challenge and change behaviour.
- 11.5 One such programme is Drive. As mentioned above, Drive is a high risk and harm multi-agency perpetrator programme focusing on supporting the perpetrator whilst disrupting any criminal activity. This is a commissioned service provided by GLOW, funded by the Police and Crime Commissioner, County and City local authorities, the Clinical Commissioning Group, and Probation. Referrals into this programme are via the MARAC or Police. A monthly multiagency meeting assesses new referrals, those requiring additional intervention, and those being considered for removal from the programme. There are currently 70 individuals being managed on the Drive programme.
- 11.6 The force supports the Drive programme closely, working with the team at colocation sites, and engaging on a continual basis to ensure that the Drive Case Managers have the most up to date information so that they can plan effective engagement with the perpetrators they manage. This allows specific interventions from partners, coordinated by the Drive Case Manager, to reduce the risk of harm to victims.
- 11.7 The force is also investing in a civil orders/breach team which shall take a leading role in the coordination of enforcement of bail requirements and conditions imposed by protective orders, including Domestic Violence Protection Orders.
- 11.8 The force is committed to working with partners to reduce and prevent re-offending in children and young people. Dedicated officers working in partnership within the

Youth Offending Service (YOS). Youth justice review panels take place to assess the appropriate outcomes for children and where appropriate seek an appropriate outcome through diversionary schemes. This can range from police led community resolution, to interventions such as substance misuse support, mentoring or knife crime programmes. Furthermore, provision is in place for risk groups with wider programmes available which have been developed with a 'child first, offender second approach'. This includes inputs on sexual health and healthy relationships, the influence of drugs and alcohol, and gangs and county lines.

- 11.9 The force effectively uses out of court disposals (OOCs), including restorative justice (RJ) practice for lower-level offending. We have a range of OOCs which offer education for offenders and compensation/reparation for victims. We are working with partners to increase the number of educational and diversionary activities to ensure we have early interventions which will reduce re-offending.
- 11.10 These educational/diversionary activities go hand in hand with the restorative justice practices we offer in Derbyshire. For cases that do not enter the criminal justice system i.e. when OOCs are used, we use a 'Red Amber Green' system which indicates who should deliver RJ. For lower level (green) offences, officers deliver RJ having been trained by Remedi, our restorative justice provider. For more serious and complex cases (amber/red) Remedi accept referrals and undertake the RJ communications between victim and offender. Remedi are also contracted to deal with cases within the criminal justice system.
- 11.11 We currently have OOC educational courses for Violence, Drugs and Alcohol and are working on specific courses for female offenders and reviewing the national position around other new courses available.



Guide to
Code of Practice
for **Victims**



Summary of Victims' Rights

1 To be able to understand and to be understood

2 To have the details of the crime recorded without unjustified delay

3 To be provided with information when reporting the crime

4 To be referred to support services that support victims and have services and support tailored to your needs

5 To be provided with information about compensation

6 To be provided with information about the investigation and prosecution

7 To make a Victim Personal Statement

8 To be given information about the trial, trial process and your role as a witness

9 To be given information about the outcome of the case and any appeals

10 To be paid expenses and have property returned

11 To be given information about the offender following conviction

12 To make a complaint about your rights not being met



Introduction

Being a victim of crime can be a traumatic and sometimes life changing event. This pack aims to give you the information you need to help you COpe and REcover, including links to support agencies and networks

<https://www.CORE-Derbyshire.com>

The **Victims'** Code

The Code of Practice for Victims of Crime (Victims' Code) sets out the services and minimum standards that must be provided to victims of crime by the Police and other organisations. A victim is anyone who has suffered physical, mental or emotional harm, or economic loss, as a direct result of a crime. This includes the close relatives of someone who has been killed as a result of crime. Parents / guardians of victims who are under 18 years of age, and nominated family advocates for victims with a mental impairment or whose capacity has been impaired as a result of the crime, also have rights under the Victims' Code.

You can read the full **Victims'** Code here:
Code of Practice for Victims 2020

Under the **Victims'** Code, you can expect to be treated with respect, dignity, sensitivity, compassion and courtesy.

Enhanced Rights

Victims who are vulnerable or intimidated, are a victim of the most serious crimes (including a bereaved close relative) or have been persistently targeted are more likely to require specialised assistance. This may include being offered a referral to a specialist support service, being contacted sooner after key decisions (within 1 working day, instead of within 5 working days) and having access to 'special measures' if giving evidence in court.



1 To be able to understand and to be understood

You will be given information in a way that is easy to understand and be provided with help to be understood, including, where necessary, access to interpretation and translation services. The Police will conduct a needs assessment, to help them to work out what support you need.



2 To have the details of the crime recorded without unjustified delay

When you report a crime, you will be asked to provide details and these will be recorded by the police as soon as possible after the incident.



3 To be provided with information when reporting the crime

You can expect to receive written confirmation when reporting a crime, to be provided with information about the criminal justice process and to be told about services for victims.

This could include Restorative Justice, which gives victims an opportunity to tell the offender exactly how they feel about what has happened. More information about Restorative Justice can be found under Right 4.

The Police will also provide you with information about how to make a Victim Personal Statement. This is an opportunity to tell the court how the crime has affected you. More information can be found about Victim Personal Statements under Right 7.





4 To be referred to support services that support victims and have services and support tailored to your needs



Derbyshire Victim Services offer a free and confidential service to all victims of crime and anti-social behaviour in Derbyshire to help you COpe and REcover <https://www.CORE-Derbyshire.com>

If you report a crime to the police, they will ask if you would like to talk to Victim Services about any help you might need to manage the impact the crime has had on you. If you agree, they will pass your details on to Victim Services. You do not have to report a crime to the police to access the service and you can choose to contact the service at a later date, if you wish.

Victim Services will provide you with information and support designed around your individual needs.

This may include:

- Emotional and or practical support or advocacy;
- A dedicated case worker providing one to one support;

- Outreach and drop in surgeries; and
- Access to Restorative Justice services arranged by their dedicated practitioners.

Restorative Justice

Restorative Justice support is provided as part of Derbyshire Victim Services. The process is voluntary, requiring consent from both the victim and the offender.

Restorative Justice is available at various stages of the criminal justice process including: after arrest, after conviction or even once the offender has been released. Restorative Justice may be face to face or indirectly via a third person.

Specialist Services

Bereaved Relatives

If you are a relative bereaved by homicide, your Family Liaison Officer will ask you if you wish to be referred to specialist independent support provided by the Homicide Service.

Domestic Abuse

If you have been a victim of domestic violence or abuse the officer in charge of your case will ask you if you wish to be referred to specialist independent support, which may include help from an Independent Domestic Violence Advocate (DVA).

Sexual Violence

If you have been a victim of sexual violence, the officer in charge of your case will ask you if you wish to be referred to specialist independent support such as the Sexual Assault Referral Centre (SARC). The SARC provides a single point of contact for all sexual violence needs, including Independent Sexual Violence Advisors (ISVA), counselling and therapy. The SARC is independent from the police and offers specialist support tailored to meet individual victims' needs.



5

To be provided with information about compensation

If the defendant pleads or is found guilty, the judge or magistrate may order them to pay you compensation for any loss, damage or injury caused as a result of the crime. The police will tell you how to seek compensation and you may be asked to provide evidence of any loss or damage as a result of the crime.

If you have suffered a serious physical or mental injury as a direct result of a violent crime, the police will tell you how to apply for compensation through the Criminal Injuries Compensation Scheme. You must apply as soon as reasonably practical and normally within two years of the incident.

You should not wait for the outcome of a criminal trial to apply; your claim is not dependent on the conviction of an offender. The Scheme will take account of other compensatory payments made to you, such as court ordered compensation or a civil personal injury award.



6 To be provided with information about the investigation and prosecution

The Police will keep you informed at key points in the investigation, such as when a suspect is arrested; and when key decisions are made, such as whether a suspect is to be prosecuted or not, or if a suspect is given an out of court disposal. You have the right to receive regular updates; the police will talk to you about how often you would like an update and your preferred method of contact.

Alternatives to Court

Sometimes, the Police will deal with a crime, without it going to court. 'Out of court disposals' are generally not suitable for more serious cases, for repeat offenders or where the offender does not admit their responsibility. You can expect to have your views taken into account when an out of court disposal is being considered, but where this is not possible, the Police or the Crown Prosecution Service (CPS) will explain why.

The **Victims'** Right to Review

You have the right to receive information about how you can seek a review of Police and/or CPS decisions not to prosecute, to discontinue, or offer no evidence in proceedings.

Derbyshire Police

Victims' Right to Review

The right of a victim to request a review arises where the Police:



Make a decision not to bring proceedings; or



Make a decision that the case does not meet the minimum requirements for referral.



You have the right to request a review within three months of being notified of the decision not to prosecute.

There are a number of reasons why no further action may be taken, including insufficient evidence or where taking matters further is not in the public interest.

You will be updated with the reasons why this decision has been made by the investigating officer. A review will be allocated to a Review Officer of Inspector or more senior rank, dependent on the nature of the investigation.

To request a formal review of a case, please contact our Right to Review service direct via email at **VictimsRighttoReview@Derbyshire.Police.UK** ensuring that you provide your name, incident number, contact number and brief overview of the case you wish to be reviewed.

By requesting a review, you are not making a complaint against the service you have received.

Crown Prosecution Service (CPS) **Victims' Right to Review**

In many cases, decisions about what action to take are made by the CPS. Victims have the right to seek a review, if the CPS decide:

Not to charge;

To discontinue (or withdraw in the Magistrates' Court) all charges;

To offer no evidence in all proceedings; or

To leave all charges in the proceedings to 'lie on the file'

Further details can be found here:

<https://www.cps.gov.uk/legalguidance/victims-right-reviewscheme>





7 To make a Victim Personal Statement

A Victim Personal Statement is an opportunity to explain, in your own words, how a crime has affected you, whether physically, emotionally, psychologically, financially or in any other way. It is different from a Witness Statement. The Victim Personal Statement gives you a voice and helps the Judge or magistrate to understand what you have been through, when they are determining what sentence the defendant should receive. It can also help service providers to think about any additional support you or your family might need.

The Police will ask if you would like to make a Victim Personal Statement. You can make a Victim Personal Statement at any time prior to sentencing of the offender; however, you may not have an opportunity to make it once the court hearing has started, especially if the defendant pleads guilty.

Making a Victim Personal Statement is voluntary. If the case reaches court, the defendant will usually be allowed to read your statement and you

may also be asked questions about it during the trial. You will be asked whether you would like to read your statement out to the court, have it read by someone on your behalf or for a recording to be played. If your Victim Personal Statement is read out, what you said may be reported by the media. If you would prefer it not to be read out, the court will still consider it in sentencing.

Once the Victim Personal Statement is completed and signed it cannot be changed or withdrawn, if you have second thoughts about what you have said. However, if you remember something important, or feel that the impact of the crime on you has changed, you may make another statement.

If a crime has been committed against your business, you can make an Impact Statement for Business. This is similar to a Victim Personal Statement and will be used in the same way in court, but allows you to explain how a crime has affected your business, such as direct financial loss, operational disruption or reputational damage. You can still make a separate Victim Personal Statement, detailing how the crime has impacted on you personally. The officer in the case will arrange for the completion of this statement

environment (this is mostly used for young victims and witnesses);

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Providing evidence or being cross-examined through Pre-Recorded Video – this should make it easier for you to tell the police what happened and can mean that you don't have to give evidence at the trial. However, you can choose to give evidence in court, if you would prefer.

You are also entitled to:

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- Meet with the CPS advocate, wherever possible, to ask about the court process;

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- Ask to use a different entrance; and

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- Wait in a separate area.

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Please talk to the officer in your case, your Witness Care Officer or other point of contact for more information. The CPS will apply for any special measures on your behalf, but the Court will make the final decision about whether the special measures that have been requested can be used



9 To be given information about the outcome of the case and any appeals

At the end of the case, your Witness Care Officer will tell you the outcome, including where available, a brief summary of the reasons for the decision. This will be within 1 working day of them receiving the information from the court, which will be within 5 working days of the outcome of the case.

If you are a bereaved close relative, you will be offered a meeting with the CPS, following conviction, following sentencing, or where the defendant is found not guilty or convicted of a lesser charge.

The Witness Care Unit will tell you if the offender makes an application to appeal the sentence.





10 To be paid expenses and have property returned

If you go to court, you will be given information about how to claim certain expenses from the CPS (for example, for travel, childcare, loss of earnings, refreshments and meals).



12 To make a complaint about your rights not being met

If you do not receive the information and/or services you are entitled to, you have the right to make a complaint. For more information please visit: <https://www.derbyshire.police.uk/complaints>



11 To be given information about the offender following conviction

To be given information about the offender following conviction

If the offender is sentenced to 12 months or more for certain violent or sexual offences, you have the right to be automatically referred to the National Probation Service's Victim Contact Scheme and assigned a Victim Liaison Officer. If you choose to take part in the Scheme, you will be given information at key stages of the offender's sentence, including if / when they become eligible for consideration of parole or release.

Further information and support agencies

All services are free, confidential and you do not need to report the crime to the police.

If you have been a victim of any crime and would like support, visit:

<https://www.CORE-Derbyshire.com>

or contact:

Victim Service on **0800 6126505**