

# Performance Scrutiny Meeting

## Victim Support & Safeguarding

DCC Kate Meynell

### OUR PRIORITIES



Vulnerability



Fighting  
Crime



Our  
People



Prevention and  
Partnerships



Responsive and  
Visible Policing



Service to  
the Public



Trust and  
Legitimacy

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# An Overview - Victim Support & Safeguarding

- Embedded Governance Structure
- Vulnerability as a Force Priority
- Collaborative Approach
- Future Change/Legislation
- Recognising Children as Victims



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# Achievements in the past 12 months

- Force wide focus on vulnerability
- Missing & Exploitation Team
- Safeguarding Hub
- PCOT
- Victim referral processes



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# 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

- Victims Code of Practice Action Plan & Training Plan
- Derbyshire VCoP leaflet
- Monthly VCoP case reviews
- Opt Out model for victims
- Victim Surveys



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

- Victim Referrals
- Development of Victims App
- Satisfaction Rates
- Crime Resolution Investigation Management Team

## Ease of Contact - Satisfaction Rate

Satisfaction Rates	2018-19	2019-20	2020-21	2021-22
Burglary	96%	94%	97%	93%
Criminal Damage	93%	91%	91%	86%
Hate	93%	91%	90%	95%
Theft	95%	90%	91%	97%
Vehicle	92%	96%	91%	94%
Violent	94%	95%	91%	90%
Average	94%	94%	92%	92%
Domestic Abuse	90%	91%	91%	94%

## 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%

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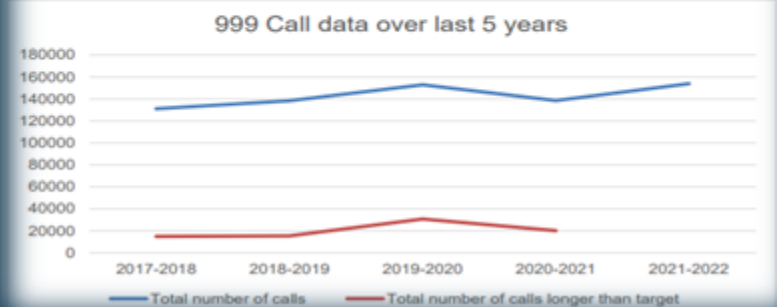
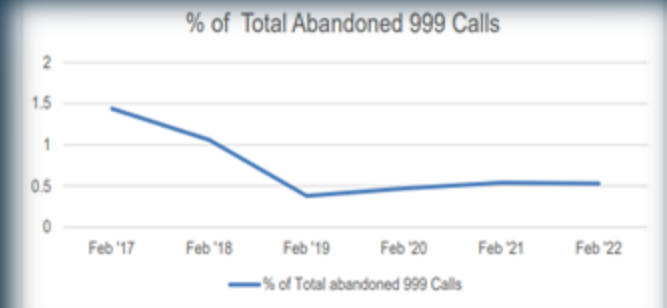


# SUB-OBJECTIVE 2: IMPROVING SUPPORT FOR, AND COMMUNICATION WITH, ALL VICTIMS OF CRIME – INCLUDING IMPROVEMENT TO 101 AND 999 SYSTEMS AND ONLINE CHANNELS

- 999 Performance



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 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

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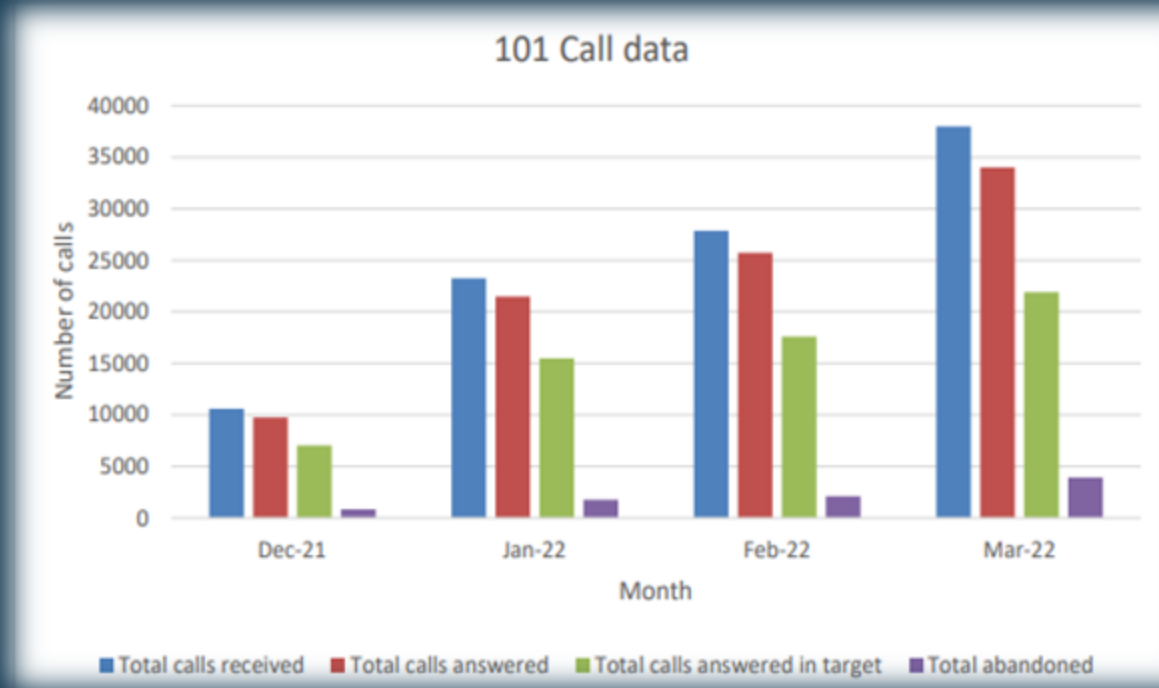
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# SUB-OBJECTIVE 2: IMPROVING SUPPORT FOR, AND COMMUNICATION WITH, ALL VICTIMS OF CRIME – INCLUDING IMPROVEMENT TO 101 AND 999 SYSTEMS AND ONLINE CHANNELS

## • 101 Performance

- Organisational Priority
- Triage Service
- Departmental Review
- Crime Resolution Incident Management Team
- Demand Management
- Uplift in Staffing
- Interactive Voice Recognition System



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



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



Charged



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

- Force Lead Appointed
- Serious Violence Strategy
- Reduction in Knife Crime Offences
- Knife Crime Tasking
- Operation Wintershield
- Education



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
<b>Total</b>		<b>606</b>	<b>663</b>	<b>608</b>	<b>509</b>	<b>2386</b>

*‘Violence resulting in, or potential to result in significant injury with or without weapons, with the inclusion of all ages’*

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

- Force Priority & Strong Governance
- Safeguarding Coordination Hub
- Adult/Child Exploitation Teams
- HMICFRS Child Protection Inspection



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

- Tasking & Partners
- Protecting Children Online Team
- Education



Missing



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# 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

- Domestic Abuse Review Team
- Stalking Coordinator
- Dedicated Teams for High Risk
- Serial & Repeat Team



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- Pathways Review
- SARC
- Independent Scrutiny
- Achieving Excellence in Investigations
- Protective Orders



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

- SNT Engagement Principles
- Neighbourhood Watch Schemes
- Youth Commission
- Community Engagement
- Accessible Contact Methods



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

- Integrated Offender Management Programme
- Acquisitive Crime Electronic Monitoring Pilot
- Drive



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

- Civil Breach Team
- Partnership Approach
- Out of Court Disposals



Community Resolution & Restorative Justice	Cannabis Warnings	Penalty Notices for Disorder
Child (under 18) OOC	Simple Cautions	Conditional Cautions
Conditional Cautions: Druglink	Conditional Cautions: Fines and Compensation	Conditional Cautions: KIC
Conditional Cautions: VAC		Latest News



## OUR PRIORITIES

						
Vulnerability	Fighting Crime	Our People	Prevention and Partnerships	Responsive and Visible Policing	Service to the Public	Trust and Legitimacy

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# Summary

- Derbyshire Constabulary treats victims and safeguarding as a force priority
- Strong leadership and governance
- An ethos of partnership working
- Investment in resource and technology
- Tackling criminality
- A focus on rehabilitation and prevention
- Community engagement
- Improvements in 101 and 999 capabilities



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# Thank You

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