



Mapping victim support services gaps

Appendix 2

Areas for discussion

1. Are there any gaps in the support available for victims of crime to enable them cope and recover and move on?
2. Are the gaps highlighted at the **cope and recover** stage or **move on** stage (exit strategy)?
3. What risks (to the person or future service demand) do these gaps pose?
4. How can these risks be mitigated by changing systems or working differently?

Gap / issue identified	Mitigating action	Potential area for future commissioning
Young people (under 13s) who have been victims of sexual violence who require ongoing therapy to recover from their experience (small numbers)	Referral pathway into appropriate therapy/counselling required	
Exit Strategy for young victims of sexual violence working with YP ISVAs who need some ongoing support	Setting up of group work/ peer support networks	Capacity building to enable set up of support group networks
Volume of cases coming through to ISVAs	YP ISVA to refer cases where parents need support to Family Worker in SARC	
Exit strategy for young victims of domestic abuse from the YP ISVA		

<p>The children affected by domestic violence relationships require ongoing support to deal with their experience</p>	<p>Referral pathway into appropriate therapy/counselling required if available.</p>	<p>Capacity building for time-limited support</p>
<p>Educational establishments lack basic awareness of how to deal with the aftermath of reports of sexual / domestic violence where both the victim and the offender both attend the school. Their actions can become the biggest barrier to a victim’s recovery and future likelihood to report such incidents. “If I report it when I was 15 and my life is now worse why would I report it at 25”</p>	<p>Review what LCSB provide for schools in such circumstances for example on bail conditions.</p>	
<p>Education and awareness for young people on healthy relationships (in particular children who have witnessed domestic violence)</p>	<p>Review what is currently available within schools. Link to Protective Behaviours work Tailored support for children who have witnessed DV</p>	<p>Capacity building / pilot work to provide tailored support</p>
<p>Education about online safety</p>	<p>Link to LCSB to see what is provided / available</p>	
<p>Support for all young victims of crime to improve/re-gain self-esteem and confidence</p>	<p>What online resources are available? Victim Care Caseworker in Victims’ Hub to develop and share knowledge. Identification of practical support measures for young victims of crime.</p>	<p>Include in future service specifications for the Victim Care Caseworker post – to then pass on the best practice Funding of practical support measures for young victims of crime through PEA funds.</p>
<p>Some victims are ‘vulnerable’ (to further victimisation) while they wait to be able to access support services with waiting lists.</p>	<p>Need to work together as a group of providers to look at how people can be supported during this period. Provider Forum.</p>	<p>Service Specification for the Victim’s Hub includes referrals to Community</p>

	Link to Community Resilience work.	Support Networks. Build this knowledge and ensure it is available to all providers.
When victims access some services the length of engagement too short and people come back around.	Peer support networks / befriending. Keep conversation going – mentors? To enable exit from ‘formal support structures’	
Need to better understand current and future demand on services.	Regular Provider Forums to share information, best practice and qualitative data (case studies).	Refresh of Victims element of the Needs Assessment
Agencies are not clear what each other offer – in turn victims who do not report to police don’t have clarity on where they can get help.	Improve the Directory of Services available on the Victims’ Hub pages on the force website. All agencies to take responsibility for keeping Hub staff up to date who can in turn keep the website current. This needs to include more detail on each service. In particular what Mental Health / Counselling services available and current waiting list information.	Development of a stand-alone website for the Victims’ Hub in line with initial BCB papers to include descriptions of each service.
Education of officers/staff and victims to impending changes to the Code of Practice for Victims of Crime (in particular extending entitlements to victims of careless/drink driving)	Communications campaign needed; specifically targeting RPU staff	
Clear referral pathway of support services for victims of careless/drink driving	Work with RPU staff in advance of the changes to put referral pathways and processes in place. Ensure Herts and Beds PCC offices engaged and involved.	Capacity building for Road Victims Trust to provide specialist support by extending their volunteer model
Improving notification for DV victims of offenders appearing at court. For example when someone is	Improve links between witness care, national probation service and Victims’ Hub	

<p>sentenced to 20 weeks – victim is told of sentence and then the offender is released the following day but the victim is not updated.</p>		
<p>Lack of services for 0-6 months for migrants who are victims of crime (NHS / benefits) which prevents them effectively coping and recovering. This includes accommodation.</p>	<p>Offers of repatriation Links to Salvation Army</p>	<p>Sustainable accommodation options using PEA funds.</p>
<p>Translation – often dealing with people who don't have English (lack of provision)</p>	<p>Ensure further recruitment of Victim Hub Volunteers brings in new language skills Increase use of MSOs – more cost effective than interpreters.</p>	<p>Consider pooling of resources across Victims' Services – database of languages spoken on Victim's Hub website.</p>
<p>Services dropped quickly if victims not willing to engage</p>	<p>Victims have a right to access services at a time that is right for them at any stage in the criminal justice process – ensure they are aware of this. If concerned check to see if victim engaging with other services?</p>	
<p>How do we better support those victims with high needs – mental health / personality issues who are seen as difficult to deal/engage with.</p>	<p>Multi-agency response – ensure we share information where appropriate with colleagues in other agencies.</p>	
<p>Availability of economic support - particularly if they have had to leave their house/life.</p>		<p>Limited support could be available via Prisoner Earnings Element of Victims' Services grant.</p>