



To: Business Coordination Board

From: Chief Constable

Date: 25th February 2020

Police and Crime Plan Update: Victims

1.0 Purpose

1.1 The purpose of this paper is to provide an update to the Business Coordination Board (“the Board”) on the actions taken against the Victims pillar of Police and Crime Plan (PCP).

2.0 Recommendation

2.1 The Board is invited to note the contents of the report

3.0 Background

3.1 The most recent Force Performance Meeting was held on 20th January 2020 and reviewed performance up to the end of December 2019. This report reflects the updates provided to that meeting.

3.2 Alongside an overall review of performance, the report will also update on the priorities which sit under the Victims pillar of the PCC’s Police and Crime Plan. This month’s priority areas were domestic abuse, child exploitation and serious sexual offences.

4.0 Performance Meeting Updates

4.1 Strategic measures

- 4.1.1 The management information underlying the Victim pillar is victim satisfaction as measured by the Victim user experience survey and response times to dwelling burglary and domestic abuse.
- 4.1.2 1,340 victims of crime were surveyed in the 12 months ending December 2019, with 76.5% of survey respondents at least fairly satisfied with overall service delivery. This is lower than both the 12 months ending December 2018 (79.2%) and September 2019 (77.5%); and reflects longer term challenges around follow-up, and more recent challenges around ease of contact and actions taken by the police. Both North and South policing areas have seen a fall in overall satisfaction rates, but we continue to see variation at district level where smaller sample sizes are typically prone to greater levels of fluctuation.
- 4.1.3 Follow up continues to attract the lowest levels of satisfaction, with discrete month satisfaction rates over the last three months ranging from a low of 61.3% to a high of 71.3%. This is more variable than the rates seen during the previous three month period – potentially suggesting processes that are not embedded effectively. Managing expectations through the effective use of victim care contracts (VCCs) remains key to driving forward sustainable improvements; however, VCC compliance remains challenging. Work is ongoing to address this.
- 4.1.4 Satisfaction with ease of contact continues to see the fastest rate of decline; down from 93.3% (n = 945) in the 12 months ending September 2019, to 92.3% (n = 915) in the latest 12 month period. Dissatisfaction rates were highest among callers to the non-emergency number, with victims reporting longer wait times, or being disconnected and having to redial. Although the original call will already have been answered, risk assessed and appropriately triaged, this has the potential to impact on levels of victim engagement, public confidence in the police's commitment to act, and the future willingness of victims to come forward and report crimes.
- 4.1.5 Levels of satisfaction tend to be higher for Burglary victims than for other crime types. In the 12 months ending December 2019, 84.3% of victims were at least fairly satisfied with overall service delivery, with the long term trend stable. However, satisfaction with follow up continues to improve; 78.7% in the 12 months to December 2019, compared to 75.6% at the end of September 2019, with North continuing to outperform South.
- 4.1.6 Victims of domestic abuse are surveyed separately by a specialist team. Satisfaction rates have fluctuated in recent months, with smaller sample sizes influential. Although 81.8% (n = 162) of victims surveyed in the last 9 months were at least fairly satisfied with overall service delivery, satisfaction with follow up was lower at 59.4% (n = 111), and continues to prove challenging. Comments from survey respondents suggest widely differing experiences; while some victims are

more than satisfied with the level of contact they received, others reported receiving no contact and having to proactively chase for updates.

- 4.1.7 The median time to respond to immediate grade incidents remained stable at 18 minutes. For prompt grade incidents it fell to 105 minutes; with a dip in the median time to dispatch influential. While we continue to see variation by call type, we are also seeing a shift in the grading profile from prompt to immediate, with over two thirds of response incidents graded for an immediate response last month. This has implications on the availability of resources to attend prompt grade incidents.
- 4.1.8 Prompt grade response performance for dwelling burglary incidents has improved in recent months, but the median response time remained high at 191 minutes in December. Response times are typically higher in North than in South, with further variation by district.
- 4.1.9 Prompt grade response performance for domestic abuse incidents has also improved, but again remains high, with a median response time of 249 minutes last month. In 54.0% of cases in December, non-availability of resources to attend was cited as the reason for delayed attendance; unchanged month on month and the highest of any incident type. While this remains a key barrier to improvement, domestic incidents are subject to greater levels of supervision and ongoing risk assessments in the force control room.
- 4.1.10 With effect from Monday 6th January, the existing Domestic Incident call type has been replaced by two new call types (see paragraph 3.1.2). These recognise the difference between intimate partner violence and familial abuse, and will allow the organisation to better understand deployment decisions and to draw up actions to improve.

4.2 National Context

- 4.2.1 On 23rd January 2020, the ONS (Office for National Statistics) released crime figures for the 12 months ending September 2019¹. This contained data from both the Crime Survey for England and Wales (CSEW) and police recorded crime figures².
- 4.2.2 Nationally, CSEW data showed continued rises in overall fraud (up 9% year on year), but all other main crime groups remained stable, including lower harm violent offences. However, this masks variation both within and across crime types, with police recorded data showing year on year increases in the number of offences involving knives or sharp instruments (7%), possession of articles with a blade or point (17%), robbery (12%) and vehicle offences (4%); but a decrease in burglary (all).

¹<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/crimeinenglandandwales/yearendingseptember2019>

² Cambridgeshire's figures were caveated in the latest ONS data release; this was due to administrative issues linked to the automated transfer of data from Athena to the Home Office Data Hub. While this is expected to be fixed ahead of the next ONS data release in April, the data in this report is based on data published internally.

- 4.2.3 Cambridgeshire data showed a similar pattern, albeit to varying degrees; however, it is recognised that the timing of HMICFRS CDI inspections and changes in reporting and recording practices continues to contribute towards some of the variation between forces. The overall crime rate per 1,000 population in Cambridgeshire remains lower than both the regional and national averages.
- 4.2.4 Theft offences continue to make up a higher proportion of total crime in Cambridgeshire than at regional or national level. The high number of pedal cycle thefts in Cambridge City is influential, with Cambridgeshire's crime rate per 1,000 population a clear outlier nationally. A new strategy for tackling cycle theft in Cambridge is due to begin early February, with proactive and preventive work planned.

4.3 Performance Headlines and Department Updates

- 4.3.1 Workload across the Demand Hub remains high. The number of 999 calls increased month on month, in line with seasonal fluctuations. In contrast, the number of 101 calls fell to their lowest level since the closure of the switchboard in 2011; however, each incident is taking longer to resolve, contributing towards higher abandonment rates for secondary calls. Ways to better understand the caller's journey after they abandon a call are currently being explored.
- 4.3.2 the number of crimes awaiting QA/linking evidences improved workflow in the Investigation Management Unit (IMU). However, this remains prone to fluctuation, particularly during periods of both planned and unscheduled Athena downtime, with remedial action directly impacting on other core functions within the Demand Hub through staff abstractions.
- 4.3.3 A review of the Demand Hub is currently underway. This will look to establish whether the Demand Hub is delivering the principles of the Local Policing Review in terms of 'Deal, Divert and Deploy'; and provide evidence for a sustainable operating staffing model to deal with current and predicted demand effectively. The review is due to be completed by the end of April.
- 4.3.4 Recorded crime levels fell month on month, with Peterborough the only district to see an increase. However, over 700 more crimes were recorded in December 2019 than in the same month last year, with the rolling 12 month total significantly higher than the long term benchmark for the second consecutive month. Both Cambridge City and East Cambridgeshire continue to record double digit growth year on year, with the rate of growth for both trending upwards.
- 4.3.5 Crime management remains challenging, with the average investigative length continuing to rise, fluctuating levels of VCC compliance and high numbers of overdue supervisory reviews. Supervisory oversight remains key to improving investigative throughput, identifying potential blockages, improving VCC compliance, supporting staff development and driving up data quality to give the organisation a clearer understanding of risk. This is also the opportunity to task remedial action. Additional management information has been made available to help the organisation track supervision rates of open investigations.

- 4.3.6 A new interactive electronic reference tool has been developed as a guide for supervisors to use when managing and assessing crime, and is currently being rolled out through development days. It will include, among other things, the new suspect framework, which will render the use of the generic 'Suspect' status invalid and enable a better understanding of the volume of outstanding enquiries needed to progress and finalise open investigations. The intention is that this e-book will help drive up data quality and ensure front line managers have the necessary tools to achieve the highest standards of crime supervision.
- 4.3.7 December's discrete month prosecution possible outcome rate of 11.7% was the highest achieved in the last 12 months, with work by the newly established Out of Court Disposal team likely to have influential. However, this has yet to feed through to the rolling 12 month rate which remained unchanged at 9.7%. While we continue to see improvements in the prosecution possible outcome rates for burglary dwelling, child sexual abuse and serious sexual offences, rates for other key crime types, including Domestic Abuse and Hate Crime, continue to decline or recent improvements have not been sustained.

5.0 Priority Updates

5.1 Domestic Abuse

- 5.1.1 Demand continues to rise. Despite a month on month increase in the number of response graded domestic incidents, there was an improvement in prompt grade response performance. However, the median time to respond remains high in comparison to other incident types, with non availability of resources cited as the reason for delayed attendance in 54% of cases.
- 5.1.2 With effect from Monday 6th January, the existing Domestic Incident call type has been replaced by two new Domestic related call types: Domestic Abuse, which will cover calls for service which meet the national and force-agreed definition of Domestic Abuse; and Domestic Incidents, for those that meet the NSIR (National Standards for Incident Recording) definition. While all incidents will continue to be appropriately risk assessed using THRIVE, this change should allow for better prioritisation of non-familial domestic incidents where we would typically expect to see higher levels of risk.
- 5.1.3 More than 1,000 Domestic Abuse crimes were recorded in December; the highest number recorded in a single month. Although a fall in the proportion of domestics which are verbal only will have been influential, some of this increase is being driven by national changes in crime recording, often resulting in multiple crimes being raised from a single incident. There are growing concerns around the organisation's ability to improve or maintain current levels of service delivery in the face of this level of demand, with the current resourcing model. Officers are managing higher workloads and competing demands, which has the potential to lead to an increase in investigative length and lower levels of victim satisfaction.

- 5.1.4 The Constabulary is currently running a Domestic Abuse Allocations pilot. This aims to provide an evidenced evaluation around the most effective investigations allocations approach for Standard and Medium risk domestic abuse investigations, with a view to providing the highest levels of service delivery.
- 5.1.5 The Constabulary continues to work alongside third sector colleagues to engage with survivors of Domestic Abuse, increasing our understanding of the victim's journey and using this information to improve our response.
- 5.1.6 There are several short term funding streams for outreach work within the Cambridgeshire and Peterborough Domestic Abuse Partnership that are coming to an end. Although there are end of project plans in place and the partnership are proactively seeking any new opportunities for funding, this is likely to have an impact on the level of support victims can be provided. As a partnership, however, there is a strategy and resources in place to ensure all victims of Domestic Abuse have the offer of some support, dependent on risk and need as defined in the core offer of the partnership strategy.

5.2 Child Abuse and Child Exploitation

- 5.2.1 The number of Child Sexual Abuse crimes continues to trend upwards, with almost double the number of crimes recorded in December 2019 than in the same month last year. While the long term upward trend in the number of missing children reports continues, the number of police callouts to children's homes have also risen in recent months, with homes in Fenland and Peterborough generating the greatest demand.
- 5.2.2 Workloads in the Child Abuse Investigation and Safeguarding Unit (CAISU) remain high, with a number of larger Child Sexual Exploitation (CSE) and Child Death/Serious Injury Investigations generating significant demand over the last three months. Although there remain staffing challenges, the 'one team' ethos is being used to manage demand and risk. The CAISU mentoring programme is also helping officers who have recently joined the team build up confidence and competence.
- 5.2.3 The police and partnership approach to tackling child exploitation continues to evolve, ensuring at the heart of the response is the recognition that a child is being abused. A Custody SPOC is now responsible for proactively reviewing custody blocks to identify juvenile detainees. Where one is identified, research takes place and the most suitable team attends to engage the child whilst in custody.
- 5.2.4 A pilot in South policing area is currently demonstrating great joint working between the Met Hub (Missing/Exploited/Trafficked) and local neighbourhood teams. Children identified as being at emerging and moderate risk of exploitation, and who are not currently managed through MACE/Makesafe, now receive NPT intervention.
- 5.2.5 The Constabulary remains part of the National Missing Persons Working Group, and will shortly launch a full review of its missing person's management to ensure it is able to provide the most effective and efficient risk based approach to

managing missing persons. In the interim, the Constabulary is in the process of rolling out the Philomena principles for those children placed in care. This will not only support clear understanding of roles and responsibilities between agencies, but will ensure that when a child does go missing, officers have access to all relevant information to better understand risk and to assist in locating them quickly.

5.3 Serious Sexual Offences

- 5.3.1 While the long term trend for recorded serious sexual offences remains stable, there has been further improvement in the rolling 12 month prosecution possible outcome rate, with both North and South policing areas improved on the year end position. Although there are ongoing frustrations with inconsistent decision making from CPSD when seeking a threshold decision, these cases have been escalated and are being reviewed.
- 5.3.2 Work to alleviate staffing challenges continues, with internal and external recruitment campaigns. The recruitment of STOs into the Rape Investigation Team (RIT) has taken place and it is hoped will provide significant support to the team from February when they join.
- 5.3.3 The East of England Police/RASSO governance meeting has now been operational for 4 months and is driving forward improvements. There are clear escalation processes in place to facilitate professional two way challenges, and a more efficient and effective approach to obtaining early advice is being developed. The Rape NFA scrutiny panel is also now operational, aimed at identifying best practice and learning; while quarterly meetings between police and Rape Crisis ensure that the victim's voice and victim's journey continue to help shape service delivery.

6.0 Victim Updates

6.1 The police respond to an individual's immediate needs and safeguards them from potential future victimisation

- 6.1.1 *'Ensure that victims from the three priority groups (as defined in the Victims Code) are identified and provided with an appropriate response based on their level of risk at the initial point of contact'*

The risk assessment tool THRIVE³ continues to be integral to our processes and is now firmly embedded as business as usual. This helps ensure that the Constabulary provide the appropriate response based on the level of risk. The Constabulary are currently conducting a review in order to facilitate the Demand Hub Senior Management Team in providing evidence for a sustainable operating staffing model, able to deal with current and predicted demand. The objectives of this review are to provide relevant data and analysis to support any identified

³ Thrive stands for Threat, Harm, Risk, Investigation Opportunities, Vulnerability of the victim and Engagement level.

need to align the resource model with actual and expected demand; and to make recommendations/provide options designed to improve the efficiency and effectiveness of the Demand Hub.

The Demand Hub communications plan is focussed on providing support and assistance to all victims of crime, especially those deemed to be from priority groups. This work includes releasing videos on YouTube and the Force Website titled “what happens when I report crime” and “what happens when I report a concern”. These are also being sent to every victim/member of public via email to explain what happens next and to set realistic expectations of the service.

6.1.2 *‘Ensure victims of crime receive a timely and high quality investigation and are kept informed in line with the Victims Code’*

Levels of VCC compliance continue to fluctuate, with variation noted by crime type and by supervisory unit. This is monitored at the Force Performance Meeting, with daily management information available for this to be tracked locally.

VCC compliance and compliance with the Victims Code forms part of the Supervisory Review process, as outlined in the new Supervisor’s Investigation e-Book. This should help ensure that appropriate levels of victim care are in place, that the victim has been updated as per the agreed contact frequency and has been notified of key events within the expected timescales, and that any new safeguarding issues have been considered. This will also allow Supervisors to task remedial action where necessary, ensuring that the care provided to the victim is of the highest possible standard.

6.1.3 *‘Develop a performance matrix which incorporates a qualitative measurement as well as quantitative’*

The current performance framework focusses on a small number of headline measures, supported by Key Performance Questions (KPQs). Daily and monthly management information is available to support this, but remains an iterative process with the ability to flex where necessary.

6.1.4 *‘Ensure we maximise the use of civil powers, for example SHPOs and DVPOs’*

Work has been ongoing with MASH and Corporate Communications to increase the knowledge of and streamline the processes around the Right to Know/Right to Ask scheme. This has been through both internal and external communications as well as being discussed proactively in every MARAC case.

Work has been ongoing to increase the consistency of decision making around the use of DVPN/DVPOs, with all applications going to the head of PVP or head of crime. Further, in the supervisor’s handbook, the supervisor must document at key points in the crime investigation life their considerations around DVPN/DVPOs. We wait to see if this has a positive impact on their use.

Work is ongoing to implement the use of Stalking Prevention Orders (SPO) which went live on 20th January 2020. There is an implementation plan in place and all frontline officers, neighbourhoods, CID officers, PVP and Demand Hub will receive

an input through their relevant briefing forums. This input will also provide the opportunity to revitalise the use of DVPN/DVPOs.

With the Out of Court Disposal team now in operation the use of community resolution and conditional caution for Family Related Violence Domestic Abuse (FRV) is now live. There is robust scrutiny in place with the decision makers having enhanced training around Domestic Abuse, coercive control and Honour Based Violence to ensure this is the right outcome. The response to date has been really positive and is allowing positive interventions to be put in place for both offenders and victims of FRV. There will be a full independent evaluation of its use and impact of this approach.

CARA is going live at the end of January. This will enable us to refer low risk Domestic Abuse offenders in the programme.

The makeup and approach of the High Harm Perpetrator panel has recently been redefined and tightened. The purpose of this panel is to seek a multi-agency plan to reduce the risk posed by this high harm cohort of offenders. Previously this group has been more investigation focussed, however the approach is now more akin to IOM/problem solving with the Neighbourhood teams being a core component in this risk reduction working closely with partners. The use of civil orders is a consideration at these panels.

6.1.5 'Ensure investigation strategies record safeguarding measures that have been implemented to protect the victim and they have been assessed as appropriate (for example presumption of bail for DA)'

There is a requirement for officers and supervisors to record what the risk is to the victim and suspect and what safeguarding measures are in place at each stage of the investigation. This will be strengthened with the launch of the Supervisor's investigation handbook.

The Domestic Abuse Scrutiny group continues to offer end to end scrutiny of Domestic Abuse cases with the membership continuing to grow, including courts, CPS and now 3rd sector victims' charities. As part of the scrutiny group, safeguarding considerations are reviewed, good practice and learning is identified and actioned appropriately.

The force has a presumption of bail for all Domestic Abuse cases with officers needing to rationalise stepping outside this policy. This has seen consistent increase in the use of bail until this month where that has dropped slightly. This will be reviewed as part of the scrutiny group.

6.1.6 'Develop a clear understanding of those most at risk from the highest harm, from vulnerable children to those unlikely to report crime (hate/DA) in order to effectively reduce re-victimisation'

The Constabulary has an established process for identifying victims who are at greatest risk of further harm, through the use of the Cambridge Crime Harm Index (CHI) methodology. For the last 18 months, monthly victim lists have been

produced for Neighbourhood Policing Teams. Both North and South policing areas then hold regular formal meetings to review the data and apply professional judgement to individuals who may be signposted into other services or, where appropriate, temporarily engaged with local neighbourhood teams to seek to mitigate further risk of harm. Direct links are also maintained with the University of Cambridge who were the originators of this approach.

South policing area has just commissioned analysis of 12 months of case management activity with a small cohort of “high harm offenders” identified from the dataset by local Neighbourhood officers and partners. This followed a six month interim impact review which showed some well-evidenced examples of impact and reductions in harm ratings. Following review of the pilot period led by South, North area have replicated the approach to offer forcewide consistency and have identified a future period when they seek to start this work.

There remains a reactive broad offering to victims and witnesses through the Victim and Witness Hub. Likewise, in parallel to the CHI-based work, the Constabulary continues to work with partners to look at wider partnership offender management approaches –notably IOM and the management of Registered Sexual Offenders, following a review in Summer/Autumn 2019.

In Q4 19/20 the OPCC commissioned a Victim Offender Needs Assessment (VONA) to gain a greater insight into victim and offender profile to inform work in 20/21. The Constabulary are supporting this work

6.1.7 *‘Ensure the ‘lived experience of the child’ has been captured and safeguarding is effective to prevent future victimisation’*

Briefings have been provided to all frontline officers around the importance of speaking to the children within the house to ensure their voice is heard and captured on the DASH risk assessment.

Operation Encompass seeks to ensure pastoral care is in place around the child who experiences domestic abuse within their household. This continues to be used and work is ongoing to consider whether it should be rolled out further to early years’ establishments, although this is still in the early stages.

For Baby’s Sake is a programme for expectant parents, whether together as a couple or not, who want to bring an end to domestic abuse and create the best possible start in life for their baby. It helps both parents to make the lasting changes that they want for themselves and their family. This programme is now embedded and is working with multiple families where mum is expecting a child.

6.2 *Victims and witnesses of crime can access appropriate and proportionate needs-led emotional and practical support at all stages of the criminal justice process*

6.2.1 *‘Fully engage with the countywide partnership response aimed at reducing the number of victims of high harm and risk crime types’*

The process to ensure the offer of emotional and practical support to PVP (Protecting Vulnerable People) crimes is considered in line with the victim's entitlement under the Victims' Code of Practice has been reviewed. This resulted in a revised protocol being agreed between the Victim and Witness Hub and PVP departments which was approved by the Force Operations Board. The protocol provides clarity on who is responsible for offering emotional and practical support to the victim and how this can be transferred to the Victim and Witness Hub where this is safe and appropriate and there is a need for support. This has now been in place and monitored for six months and appears to be working effectively. It has helped enhance links between the Hub and MASH (Multi-Agency Safeguarding Hub).

In January 2020 work commenced to examine the support pathways for victims of Domestic Abuse (DA), as these will need to be revised in April to reflect changes in funding for DA support services. The Police and Crime Commissioner (PCC), the Victim and Witness Hub, MASH, Local Authority and senior PVP lead are working together to develop support that needs to ensure a victim's entitlements under the Victims' Code of Practice can be met.

The Ministry of Justice (MoJ) now requires PCCs to ensure that the victim service in their area is able to support victims in the event of major crime and terrorism. This will become the responsibility of the Victim and Witness Hub and work is currently ongoing to develop partnership links through the Local Resilience Forum (LRF) and the Clinical Commissioning Group mental health concordat. A draft operational plan has been produced outlining the Hub's response to any major crime or terrorism incidents. The LRF are running a major incident exercise in May and it has been requested that this includes a crime element to allow the Hub response to be tested.

6.2.2 'Ensure effective and efficient use of the referral process into Victim and Witness Hub/Sexual Assault Referral Centre'

The in-house Victim and Witness Hub offers needs-led emotional and practical support to help victims cope and recover from the impact of their crime. These needs should be identified at the point of recording the crime, with guidance given to all police officers and staff to help them identify victims who might benefit from additional support, and how to refer them to the Hub.

Links are in place to receive referrals of victims who live in Cambridgeshire from BTP and Action Fraud. Victims of crime can also directly access free confidential support from the Hub even when they do not wish to report their crime to the police.

The referral rate of victims to the Victim and Witness Hub for support has been the focus of activity to increase the numbers referred through Athena, following a drop when Athena was first implemented. The work has resulted in success, but remains a work in progress. The referral rate is subject to monthly scrutiny and quarterly reporting to the Constabulary and the Police and Crime Commissioner's office.

6.2.3 'Ensure suitable forensic and welfare medical facilities re available (SARC) for adult and child victims of sexual abuse'

The commissioning of Sexual Assault Referral Services (SARS) And Sexual Violence Support Services (SVSS) remains ongoing at this time. This process has been progressed over a number of months but it is hoped that commissioning processes for both will be finalised in February 2020.

6.3 Victims and witnesses are treated with respect and their needs are acknowledged during the criminal justice process

6.3.1 'Ensure that when new Criminal Justice processes are implemented the impact on victims and witnesses is considered and negative impacts mitigated against'

The Victim and Witness Hub supported the National Probation Service (NPS) to develop a new referral form to improve victim awareness and take up of the Victim Contact Scheme, as entitled under the Victims' Code of Practice (VCOP). Cambridgeshire was the only area involved in supporting NPS at this time. This not only involved improving statutory referrals to NPS but extending it to include discretionary referrals that would close a gap in terms of victim contact highlighted by the Worboys case.

Feedback/suggestions for improvement from the team using the new referral process were incorporated in the referral process/form. The National Police Chiefs Council (NPCC) were also interested in the progress of this work and were kept up to date by the Head of the Victim and Witness Hub. The process is now being trialled in other areas but is still in use in Cambridgeshire as it allows the Hub to offer a better service to victims across the county.

6.3.2 'Develop an effective way to measure compliance with the Victims Code'

This continues to be work in progress and is dependent on victim updates being consistently recorded on Athena as intended, using the inbuilt functionality, rather than as updates on the enquiry log as has been frequently found to be the case in the past. This will enable a much more reliable and robust methodology to be used to monitor compliance with the Victims Code.

6.3.3 'Ensure there is a comprehensive victim strategy in place which acknowledges the impact of key timings in a 'victim's journey' from initial report to finalisation through the Criminal Justice system

The Ministry of Justice (MoJ) have identified five areas that they require information on from Cambridgeshire in order to evidence compliance with the Victims' Code of Practice throughout a victim's criminal justice process. This has resulted in an agreement by Cambridgeshire Police, CPS, Probation, the Office of the Police and Crime Commissioner and the Victim and Witness Hub to audit 30 cases a quarter and report the results to the MoJ. This was trialled with 15 cases in November, and will start in full from January 2020. The police and Victim and Witness Hub will audit the same 30 cases, identified by the Hub, while CPS and Probation will identify their own 30 cases for audit.

In January/February 2020, auditors have been commissioned to audit police compliance of the Victims' Code of Practice against the five reporting areas mentioned above.

6.3.4 *'Where a criminal threshold is not reached police support partners with civil proceedings'*

The force is due to imminently launch a pilot in Peterborough of the DA Alliance. This is an App developed by a civil solicitors that enables victims to be directly referred to them to assess suitability of a non-molestation order. Where appropriate this firm will then undertake the work on behalf of the victim. This can take place regardless of whether there is an ongoing criminal investigation/prosecution.

7.0 Highlighted Good Practice

- 7.1 The work conducted within the Victims strand is ever evolving. New methods to enable the Police to assist in the care of the persons and to work more effectively with partner agencies are always coming to the forefront. As such a number of these have been developed over the past quarter.
- 7.2 A trial within CAISU North saw officers using Body Worn Video to conduct interviews into lower level offences. This produced positive results. Permission has been granted to roll this out in the South of the County and is expected to be rolled out across BCH. This reduces officer time and interview times that were seen with Contemporaneous interviews. It also allows courts and decision makers to see and hear the reaction of the interviewee that cannot be obtained from written records.
- 7.3 A Countywide Child Exploitation Strategy and Delivery Plan has been developed by all agencies within the Children's Safeguarding Partnership Board. This is a multi-agency approach to identify and track Children who are exploited as well as the exploiters. This will enable more effective working regionally and nationally.
- 7.4 A pilot has been launched looking at a phone app which allows victims to record evidence of abuse on their mobile phones. This app also provides a directory of support agencies for victims of Domestic Abuse.
- 7.5 Within the RIT a Rape NFA Scrutiny Panel has been created which involves Police, RASSO, Social Care and Rape Crisis Sector to scrutinise NFA cases to identify best practice and learning.
- 7.6 There are also quarterly meetings between the Police and Rape Crisis to ensure the voices of the victims are heard to influence our approach.

8.0 Recommendation

- 8.1 The Board is recommended to note the contents of this report.