

# WARWICKSHIRE VICTIM NEEDS ASSESSMENT



TO INFORM FUTURE DEVELOPMENT OF SUPPORT SERVICES FOR VICTIMS

APRIL 2018 | TONIC | MATTHEW SCOTT & DR. SARAH SENKER

## VICTIMS ARE A PRIORITY FOR WARWICKSHIRE PCC & THE POLICE FORCE



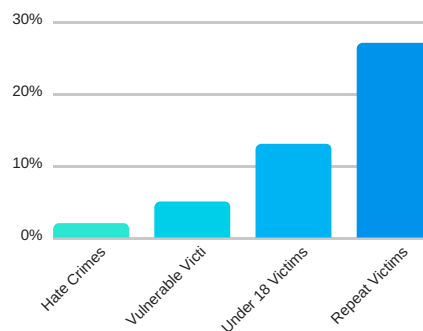
**Philip Seccombe**  
Police & Crime Commissioner  
for Warwickshire

PCCs are responsible for commissioning support services to help victims cope and recover from the impact of crime.

A victim needs assessment was undertaken by TONIC on behalf of the Police and Crime Commissioner (PCC) to inform commissioning.

Over 500 local residents affected by crime and relevant partner agencies contributed to this needs assessment.

### THE NEED FOR SUPPORT



More than 1 in 4 crimes happen to repeat victims.

60% of crime goes unreported, with up to 90% not reporting Sexual Abuse and Violence (SAV).

20-60% of victims want support, with evidence of higher support needs in some key groups, such as SAV and Burglary, while 1 in 3 who want support do not receive it.

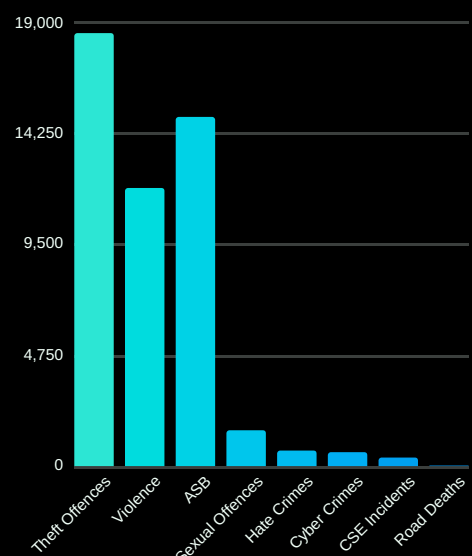
Victims needs can be multiple and complex.

### WHAT IS THE SCALE OF NEED?

Recorded crime is rising (Police), while crime rates (CSEW) have been falling

In Warwickshire, there were 41,196 recorded crimes (exc. Fraud) affecting 74 in every 1,000 residents

36,864 (89%) were victim based crimes in Warwickshire affecting around 27,000 unique victims (12 months to September 2017)





## DEMAND FOR SUPPORT SERVICES

22,470 referrals were made to support services in 2016-17:

- 20,757 Victim Support 46 Barnardo's Child Sexual Exploitation (CSE) service\*
- 778 ROSA SAV service\*
- 889 accessing Safeline's SAV service\*

*\* Partial data based on figures reported to OPCC*



## WHAT SHOULD A COMPREHENSIVE VICTIM SERVICES SYSTEM CONTAIN?

There is evidence that local support services are working well, but the overall system can be improved.

There is significant local investment in supporting victims, with the PCC funding around £1.027m per year.

There is an estimate of at least £0.5m additional funding from partner agencies such as Warwickshire County Council, Warwickshire Police and NHS England.

Victim Satisfaction is reasonably high, but Warwickshire Police "require improvement" in dealing with vulnerability.

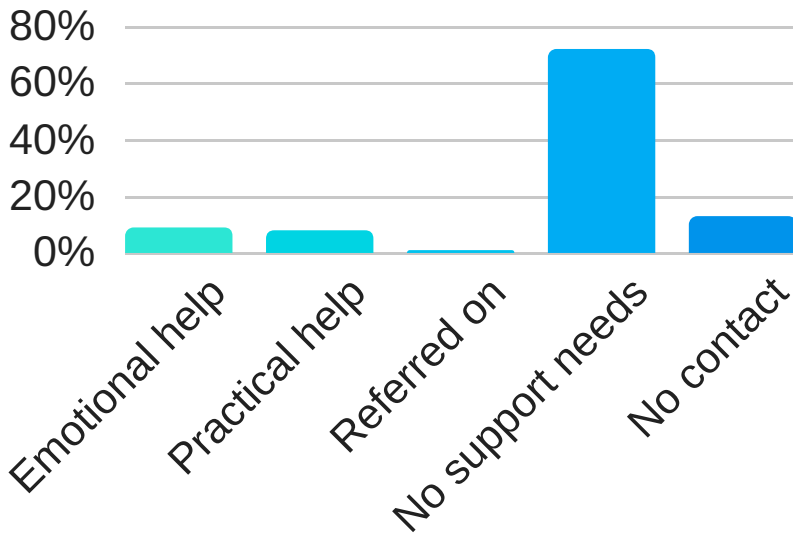
## DEMAND FOR VICTIM SERVICES IS RISING

In 2017-18, Victim Based Crimes are expected to number 30,855, an increase of 14% on the previous year:

- 1,497 SAV offences
- 400 CSE offences

Future demand for support is estimated to be for 22,500 referrals and 3,500 to 4,500 individuals requiring practical, emotional or therapeutic support per year





From the 34,090 referrals to Victim Support in 2015-2017, 8% receive emotional support and another 8% receive practical support

## SUPPORT FOR VICTIMS

Too many victims are not being offered support:

- 3,090 (9%) were unable to be created into cases and 1,291 referrals (3.8%) were not created into cases as they were from crime types not included in the current contract (predominately vehicle crime)
- There is a substantial amount of other support resource available to local victims



## KEY MESSAGES FROM VICTIMS AND PARTNER AGENCIES

Local victims want support services to be joined up with the police, but to retain independence.

Protect the specialisms around sexual crimes and abuse for adults and children – ensuring support is available long-term.

A number of gaps were identified in current provision – with limited access to mental health services and housing support being a consistent message.

## WHAT VICTIMS IN WARWICKSHIRE WANT FROM SUPPORT SERVICES

Engagement with support services varies in length for different need groups, so both brief and long-term interventions are needed – but support should not be time limited.

Victims want a choice of support types and methods to help them cope and recover, including specialist therapy.

People wanted a range and choice of ways to access support (including face to face, by telephone, online, self-serve).

The main elements of support wanted by victims are outlined on the right:

- Being offered individual support
- Validation and being believed
- To feel safer
- Support for the family
- Co-ordinated support
- Consistent response
- Having someone to talk to and being given time to talk
- Support not being time limited
- To feel in control
- Prevent repeat victimisation
- Being kept informed about their case
- Feeling respected
- Getting information about what to do next
- Dealing with practical issues, e.g. personal alarms, changing locks
- Professional advocacy
- Financial recovery

## HOW COULD SERVICES BE DELIVERED IN WARWICKSHIRE?

There are a number of different delivery models used across the UK.

The evidence is not sufficiently strong to tell us what the most effective delivery model is or what good value for money looks like.

Designing a locally tailored approach can improve services and respond to issues raised in this report, while competitive tendering can drive VFM and innovation.

## RECOMMENDATIONS

The following recommendations are made following completion of the needs assessment for consideration by the PCC and partner agencies:



1. Improve identification of the needs of victims, so services can target support more effectively and fewer victims are missed
2. Ensure equality of access to all victims who need support, through effective communications to help people find the right support for them
3. Base the service design on evidence of what local victims want and what works
4. Choose the right delivery model, ensuring sufficient capacity to meet need
5. There should be a system-wide approach in Warwickshire, underpinned by effective strategic partnership arrangements

## WHAT WORKS IN SUPPORTING VICTIMS?

Effective practice with victims requires good information and communication, procedural justice, multi-agency working and the professionalisation of services.

Victim satisfaction is correlated with receiving entitlements from police.

Specialist services are most effective for SAV and CSE victims

