



Office of the PCC for Warwickshire  
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**FOI Request regarding: The Victims and Witnesses Charter, Restorative Justice Referrals and Uptake, and Victim Satisfaction Rates**

**Request received: 17/01/2020**

**Responded: 07/02/2020**

**Q:**

1. How is the PCC's Victims and Witnesses Charter measured for success?
2. How many unique visitors were there to the Victims and Witnesses Charter website page in the financial year 2018/19? This specific page: <https://www.warwickshire-pcc.gov.uk/police-and-crime-plan/putting-victims-survivors-first/victims-and-witnesses-charter/>
3. How many victims in Warwickshire were offered restorative justice in the financial year 2018/19?
4. How many victims in Warwickshire took part in restorative justice in the financial year 2018/19?
5. What were the levels of victim satisfaction in Warwickshire in the following years:
  - 2015/16
  - 2016/17
  - 2017/18
  - 2018/19

**A.**

1. There are no prescriptive key performance indicators for this Charter. However, Warwickshire PCC works with agencies across the criminal justice sector in Warwickshire, and particularly those which deal with victim and witness related issues. In addition, an officer from the Warwickshire PCC's office chairs the Warwickshire Victim and Witness Forum. The Victims Development and Policy Lead liaises with relevant agencies on a regular basis, guided by the Victim and Witness Charter. The content of the Victim and Witness Charter helps to frame and prioritise conversations in respect of Victim and Witness issues in Warwickshire. The Warwickshire PCC has also commissioned the organisation 'Victim Support' to provide support to victims of crime in Warwickshire. There are robust mechanisms for challenging agencies should

the PCC feel it necessary. Agencies seek feedback from witnesses and victims about the service provided in order to self-monitor and improve. The PCC is committed to ensuring victims and witnesses have a voice in Warwickshire.

2. There were 78 unique visitors and 87 total page visits during 2018/19 to this webpage according to Google Analytics. However, the analytics data requires a cookie to be enabled by the browser in order to register the visit, so the true figure may be higher.
3. According to Victim Support, they informed 298 victims about Restorative Justice in this time period.
4. Of the 24 cases that were referred in Warwickshire in 2018/19, 2 victims did not wish to engage.
5. Victim satisfaction levels according to standard surveys are as follows:
  - a. 2015/16 - 84.8%
  - b. 2016/17 - 84.1%
  - c. 2017/18 - 83%
  - d. 2018/19 - 77%