

**Improving Victim Outcomes:**

**A review of compliance with the Code of Practice for Victims of Crime and support services**

***Call for Evidence from Providers of Support Services to Victims***

Background

**Introduction to the Review**

MOPAC, the Victims’ Commissioner and London’s criminal justice agencies wish to improve outcomes for victims of crime and their satisfaction with the services they receive by:

Ensuring responsible authorities effectively and meaningfully meet their duties and victims receive their entitlements as set out under the Code of Practice for Victims of Crime (henceforth the Victims’ Code); and

Having in place quality support services and care pathways that help victims cope with the immediate impacts of crime and recover from the harm experienced within the resources available and financial challenges that exist.

There is also a need to better understand the impact of compliance with the Victims’ Code on victims’ experiences, satisfaction and outcomes - and, in this context, whether there are entitlements that are more important than others and how they impact on different victim populations, either by way of the crime they experienced or their personal characteristics.

This Review is thus seeking to: develop a better understanding of current practice and provision of services across the Criminal Justice Service; identify the service gaps and barriers to effective delivery of entitlements and provision of quality support services; and make recommendations for improvement. This will inform an action plan to improve Victims’ Code compliance and commissioning strategies for the future provision of victim support services.

**The Call for Evidence**

To inform the Review, we are seeking views and evidence around the following…

From *Criminal Justice Agencies*:

The extent to which victims feature in business plans, strategies and organisational priorities; and

Any documented processes for: carrying out victims’ needs assessments; victim referrals between organisations; monitoring compliance with the Victims’ Code; and monitoring victim satisfaction with service provision.

From *services who provide support to victims:*

Information/data around: what services they provide and to who; demand for services (i.e. caseloads); service availability (i.e. opening hours); staffing levels (paid staff and volunteers) and capacity; training provided to staff; and relationships with other services (statutory and voluntary).

Please send your views and evidence to [victims@mopac.london.gov.uk](mailto:victims@mopac.london.gov.uk) by 13th July 2018 using the template below - with the title ‘Improving Victim Outcomes Call for Evidence’ on your email.

**Confidentiality and data protection**

Opinion Research Services (ORS), an independent research company and MOPAC’s official research partner will manage and analyse all responses to this Call for Evidence. ORS will provide an independent consultation report which will ensure that all feedback given is anonymous.

Any information that you provide in response to this Call for Evidence will be processed by ORS in line with the requirements of the UK Data Protection Act and the EU General Data Protection Regulation. Information will only be used to inform this Review and any personal information that could identify you will be kept for no more than 1 year after any decisions have been finalised. For further information, please see [www.ors.org.uk/privacy](http://www.ors.org.uk/privacy)

Template for Response

**You and your organisation**

Name:

Email address:

Organisation:

**Evidence required from services who provide support to victims**

***Please provide supporting evidence where possible – or direct us to any additional material, reports and research that might support this Review***

**Evidence Required:**

What services do you provide, where and to who? (please consider whether access to the service dependent on where the victim lives, the personal characteristics of the victim, or the type of offence they were a victim of?)

**Response:**

**Evidence Required:**

What is the current level of demand on your services (i.e. your current caseload) – and how, if at all, do you anticipate that changing in future?

**Response:**

**Evidence Required:**

What are your current staffing levels (paid staff and volunteers) - and how, if at all, do you anticipate that changing in future?

**Response:**

**Evidence Required:**

How is your organisation funded and how sustainable are your funding sources? (please consider the length of time your current funding streams are committed until)

**Response:**

**Evidence Required:**

When is your service available (i.e. opening hours) - and how, if at all, do you anticipate that changing in future?

**Response:**

**Evidence Required:**

How do you assess the needs of victims and witnesses?

**Response:**

**Evidence Required:**

What and how much victim-specific training is provided to staff and volunteers within your organisation?

**Response:**

**Evidence Required:**

Please describe your referral pathways with *statutory agencies* across London. ***(Please consider each of the following if applicable: Police Services (Metropolitan Police Service; City of London Police; British Transport Police); Crown Prosecution Service; Witness Care Unit; Witness Services; Her Majesty’s Courts and Tribunal Service; National Probation Service; the Ministry of Justice)****.*

**Response:**

**Evidence Required:**

Please describe your referral pathways with *other non-statutory services that provide support to victims* across London. ***(Please consider the referrals process, and in particular: where/from who referrals to your organisation come from; who you refer on to; any formal or informal agreements are in place to enable this; and how well these agreements work in practice)***.

**Response:**

**Evidence Required:**

What do you see as the main gaps in service provision for victims of crime across London currently? ***(Please consider: the offer and response of statutory agencies; what your organisation would like to be able to offer but are currently unable; the offer and response of other support services to victims; any gaps based on crime type, demographics and geographical area)****.*

**Response:**

**Evidence Required:**

What do you see as the main barriers to victims accessing support services currently?

**Response:**

**THANK YOU FOR YOUR TIME. THE INFORMATION YOU HAVE PROVIDED WILL HELP SHAPE THE FUTURE OF SERVICES FOR VICTIMS OF CRIME IN LONDON.**