

Policing Accountability Board outcome report



Date of meeting:	13th February 2018	
Author:	Irene Davies Jones	
	Assistant Director CJD	
Outcome (please tick the outcome you are reporting on)		
Public confidence		
Victim satisfaction	✓	
Organisational health and well-being		
HMIC		
Office of Police Conduct		



Rating



Inadequate Requires improvement Good Outstanding

The first meeting of the Force Victim and Witness Group will be held on 2 February 2018. The purpose of the Board is to maintain strategic oversight of the victim and witness business area and is chaired by the Assistant Chief Constable. Draft terms of reference have been circulated for views.

Following the Victim Satisfaction Continuous Improvement (CI) event the process of surveying victims has undergone a review. Options and recommendation will be made to the Victim and Witness Group. This includes reviewing questions asked and their timeliness as part of the investigative journey. A trial has commenced in Carmarthenshire whereby the Telephone Researcher can place a request on the crime directly when a victim has asked for an update from the officer in the case after completing a survey. This will allow early engagement for service recovery and will be rolled out to all territorial areas.

The surveying of domestic abuse victims has had some process issues surrounding staffing and workload which are now resolved, resulting in improved response rates. The use of a generic local telephone number has improved victim contact. The domestic abuse victim satisfaction research process is being reviewed to ensure consistency of approach.

Communications work is on-going to really embed Goleudy in the minds of officers, staff and members of the public. Information about the service was included in a proactive press release on the sentencing outcome of a man convicted of sexual offences against a three-year-old child. Coverage of this news story was extensive and the press release was used almost word for word, resulting in Goleudy's remit reaching a wider audience. During the Force Christmas campaign, #OpSanta, Christmas-themed Goleudy advertisements were scheduled on Facebook and Twitter between Christmas and New Year. On Facebook they were viewed by 1,026 people.

Goleudy was promoted extensively during the Force Days of Action in October and December 2017. The #WECARE and victim's code leaflets are in the process of being amalgamated in order to avoid duplication and ensure that more concise and streamlined literature is available.

Looking ahead, packages of Goleudy business cards, flyers and posters will be sent to each police station in Dyfed-Powys with a cover letter asking officers and staff to use the materials to promote Goleudy within their communities and use the business cards to hand to victims of crime they may deal with during their response to call-outs.

A series of social media Goleudy 'adverts' will soon be completed. Once signed off, they will be scheduled to appear on Facebook and twitter throughout the year at set agreed times.

Goleudy Victim and Witness service has expanded to offer support for victims of fraud. Goleudy is working closely with the Fraud Department to provide a seamless provision of care to victims. Goleudy and Dyfed Powys Police recently supported the #Take5 campaign. The Take Five to Stop Fraud Week was part of the national campaign from Financial Fraud Action UK and the UK government, backed by the banking industry coming together to tackle fraud. The Take Five week also included 'Too smart to be scammed?' test – to demonstrate that everyone is at risk, as the systems and methods that are being used by criminals are becoming more sophisticated.

The Anti-Social Behaviour (ASB) contract with Gwalia will be terminating on the 31st March 2018. Goleudy Victim and Witness Service will be responsible for managing medium and high risk ASB victims from the 1st April 2018. Dyfed Powys Police are currently reviewing all processes and protocols in regards to Anti-Social Behaviour to ensure a more effective and swift response.

In 2015 the Centre for the Study of Ageing, Abuse and Neglect within Aberystwyth Law School was awarded a Big Lottery grant to carry out a research project looking into different aspects of ageing, family relationships, elder abuse and justice. Thus Dewis Choice was developed. It is currently running two pilot areas, Carmarthenshire and Cardiff. Goleudy have forged very close links with Dewis Choice over the past couple of months, to ensure a strong partnership approach to address and provide emotional and practical support for those 60 + who have, or are suffering, from Domestic Abuse. An Information Sharing Protocol has been agreed and ratified.

Following a successful recruitment campaign for new volunteers, over the September /October 2017, Goleudy is now in the process of training twelve new volunteers.

What is not working well? How will we manage this?

The changing portfolio of Goleudy is working well but is placing additional demands and pressures on the team who find change challenging. This is being managed by involving the team throughout the change process. This has included one to one sessions with team members.

The Victim Engagement Forum (VEF) was launched in September 2017. Due to key staff being absent at this time, this has currently been placed on hold. A further update will be provided at the next Board.

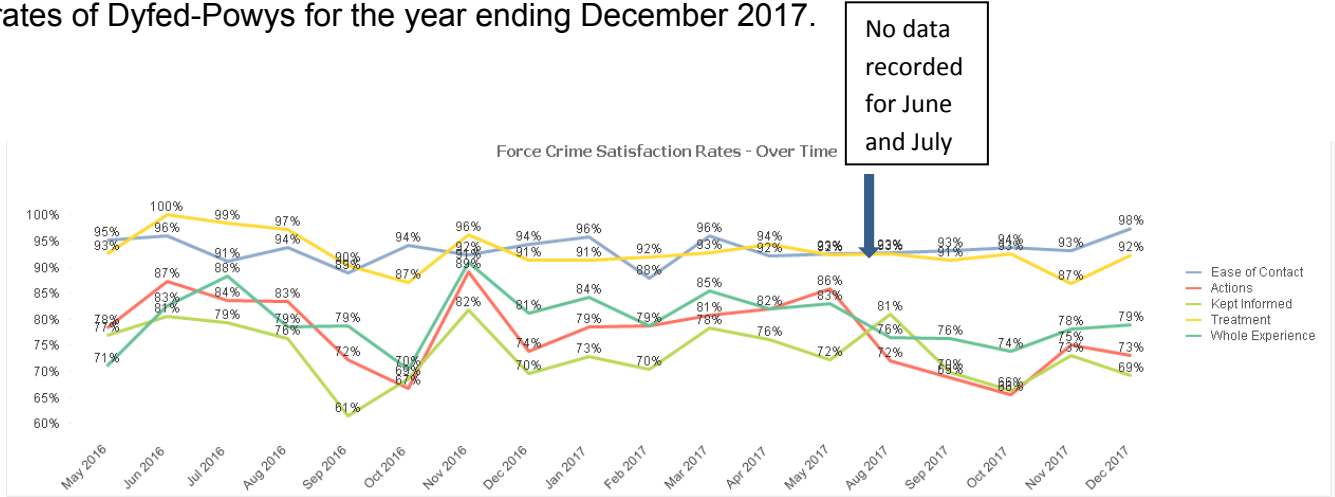
What are our opportunities? How will we exploit them?

Latest User Satisfaction data for the year ending December 2017

847 victims of burglary, vehicle, violent and hate incident /crimes were surveyed over the 12-month period ending December 2017.

Direction of Travel

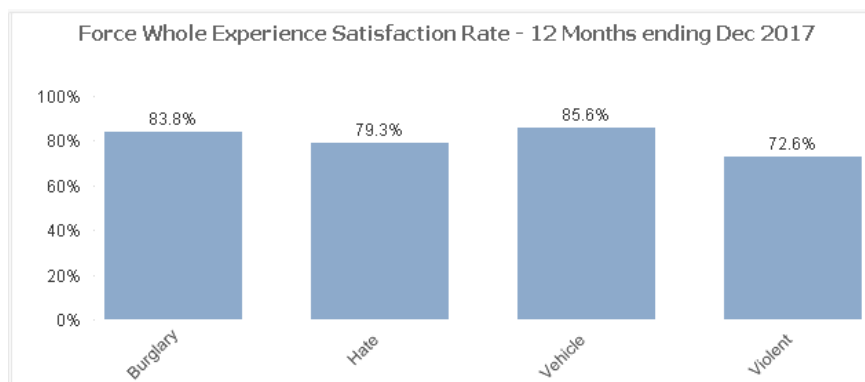
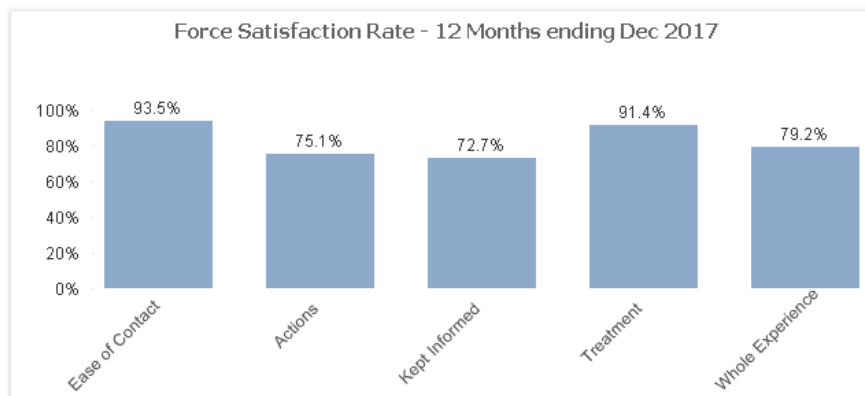
The graph below focuses on the various aspects of our victims journey and compares satisfaction rates of Dyfed-Powys for the year ending December 2017.



Source – Qlik view

The above graph illustrates that the follow up satisfaction rate (light green line) for our victims surveyed are lower than other aspects of their experience. The 'whole experience' rate for December 2017 stands at 79%, but care must be taken as this month a much lower number of surveys were completed, 52 in December 2017, compared to 160 in November 17.

The whole experience satisfaction rate for the year ending December 2017 currently stands at 79.2%, with some variation seen amongst various crime types, with victims of vehicle offences standing at 85.6% and victims of violent offences standing at 72.6%



The Continuous Improvement team is currently designing an online survey and are liaising with IS&T to explore if a text message survey can be utilised. Correct analysis of the data collected would enable the identification of areas of poor service to enable the targeting of improvements. It will also recognise and celebrate outstanding service.

The Force maintains a gifts and hospitality register, the purpose of which is to ensure transparency. This often includes expressions of thanks and recognition of good work which is not currently captured as evidence of victim satisfaction. This will be reported on in general terms in future updates.

What are our threats? How will we manage them?

The current Telephone Researcher occupies two and a half day post, and the 0.5 has not been filled. The dataset may have to be restricted to ensure the Continuous Improvement team resources can manage the workload.

Resource implications	
Finance – revenue funding, capital investment, external funding, commissioning, collaboration opportunities etc.	
Assets – estates, facilities, IT etc.	
Staff - knowledge & skills, capacity, capability, training etc.	Ongoing recruitment issues regarding researcher post to undertake the Victim Satisfaction survey
Timescales	
Leadership	Goleudy Victim and Witness Service continues to provide awareness raising inputs to new starters, transferees, frontline officers and to the Chaplaincy.
Partners	

Impact considerations	
Risk	
Legal	
Police and Crime Plan	
Demand	

Governance	
Equality	
Reputation – confidence and satisfaction	
Environmental and sustainability	
Media, communication and engagement	

Senior officer approval

Name:

Signature: