# Foreward

**Victims STATEMENT**

***“all victims have the right to be supported to cope and recover from the harm they have experienced regardless of whether they report to the police”*.**

Supporting victims in partnership

My statutory duty as Police and Crime Commissioner is to work with criminal justice partners in ensuring an effective and efficient criminal justice system. I have a key role in securing improvements in services for victims by working with victims of crime and the voluntary, community and enterprise sector (VCSE).

Since taking office in 2014 I have advocated for evolving services for victims of crime and I have helped to produce opportunities for dedicated individuals and agencies involved in service delivery to come together. The OPCC victims’ policy team have paved the way in creating innovative, vibrant networks and relationships have been developed to create new ways of working, extending existing services and inspiring new services across the West Midlands. For the remainder of my time in office I will continue to ensure that victims have access to specialist services to cope and recover from their experiences and to encourage victims to come forward to seek support. I am committed to improving the quality and consistency of specialist support. It is vital that we continue to ensure the most vulnerable victims of crime are identified and provided with personal support and firm, clear action.

If you are a victim of crime living in the West Midlands you are entitled to receive support regardless of whether you have reported the crime to the police. My office has a strong oversight of activity in the West Midlands region and will continue to make connections with the VCSE and criminal justice partners to establish a shared vision to help join up delivery of services wherever possible. Having the right information, services and support, and treating victims with the respect that they deserve, is vital for public confidence in our criminal justice system and for the people of the West Midlands.

(David Jamieson Police and Crime Commissioner)

MISSION STATEMENT

VISION FOR 2019/2020

I am committed to meeting the needs of victims by continuously seeking to create opportunities for innovation, working diligently with a wide-range of partners to improve services for vulnerable and repeatedly targeted victims of crime. This statement provides an outline of the journey of improvement and the contribution of partners and VCSE organisations in supporting victims, enabling them to live their lives free from the fear of crime. I will continue to work toward a simplified experience for victims that ensures the victims’ voice is put both at the heart of the service and delivery. I remain committed to ensuring that victims are supported and informed of what to expect at every stage of their journey through the Criminal Justice System.

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| My vision for the coming year is a continued focus on improvement. I will explore the potential to improve our victim services enabling us to engage with hard to reach communities by harnessing the expertise of specialist BAME organisations. I will strive to achieve enhanced outcomes for all victims whilst they navigate through the complexities of the Criminal Justice System. I have agreed £3,346,608.00 of continued funding in 19/20 for victim support services to aid in meeting these needs. |

THE OPCC WILL ACHIEVE THIS VISION BY:

1. Developing a stronger victim’s contact, referral and support service structure by working closely with WMP and Victim Support.
2. Embedding the provision of Restorative Justice (RJ) in the West Midlands making sure all victims are aware of and are offered RJ.
3. Establishing a victims panel which will listen to the lived experiences of victims, their ideas and recommendations for how the commissioning of local services could be improved.
4. Establishing a Victims and Witnesses Delivery Group which will monitor and improve compliance with the Victims Code of Practice.
5. Continuing to harness the expertise of community organisations in the provision of specialist services.

STATEMENT AIMS

1. Ensure victims continue to receive quality support services as and when they need them.
2. Improve victim satisfaction and overall experience by continuing to develop excellent support and service provision that is informed by victims.
3. Improve cross agency compliance with the Victims Code of Practice.
4. Improve criminal justice outcomes and the experience of the criminal justice system for victims by listening to those who really know what it’s like and acting on their recommendations.

KEY ACHIEVEMENTS FOR VICTIMS

* Victims Commission

Since 2014 I have met my statutory duty of commissioning services to support victims of crime by utilising the expertise of commissioned service providers through a collaborative forum known as the Victims Commission. The Victims Commission contributes to and influences the priorities within my Police and Crime Plan. The forum comprises of representatives from the VCSE sector and has continued to make recommendations regarding priorities, future developments and allocation of funding.

* West Midlands Stalking Support Service

First launched in the Black Country and funded by the Tampon Tax, I have invested in the expansion of this service supporting a regional specialist stalking and harassment service covering the whole of the West Midlands.

* West Midlands Restorative Justice Project

I have commissioned a specialist restorative justice service ‘Remedi’, in the West Midlands, which has been in operation since 1996. Ensuring that all offences can be referred wherever there is an identifiable victim and offender and the crime/s having been committed in the West Midlands. To ensure there is continued support for victims, Remedi facilitate Restorative Justice through;

* Voluntary processes in meeting-form between offenders and victims both contribute to their understanding of the impact of the crime/s committed and the possibility of making amends.
* Hub Model – with triage resources and direct referrals to suitable services in the West Midlands.
* Paid practitioners to deliver services in the region.
* WM Police and Remedi staff work collaboratively to assess referrals made for support.
* Support services funded through the MoJ victim’s services grant

A number of services supporting victims of crime in the West Midlands are commissioned through the Victims grant allocated by the Ministry of Justice. These services are funded to ensure local provisions and flexibility is achieved in accordance to the needs of victims in the West Midlands.

Of the priorities I set out in the Police and Crime Plan 2016-2020, survivors and victims of Domestic Abuse, Sexual Violence, Honour-based Violence, Fatal Road Traffic Collisions, Forced Marriage and Female Genital Mutilation are supported through this fund.

Charities and third sector organisations covering the 7 boroughs in the region funded through the MoJ funded victims stream for 19/20 include:

* Allies Network
* Birmingham and Solihull Women’s Aid
* Black Country Women’s Aid
* Coventry Haven Women’s Aid
* CRASAC
* Road Collision Bereavement Project
* RSVP
* Victim Support
* Victims Fund

I set up a ‘victim’s fund’ almost immediately after being elected. This fund helps pay for support services for people affected by crime. The money is spent offering help to victims of domestic violence, sexual abuse, volume crime, child sexual exploitation, female genital mutilation, forced marriage and honour based violence, hate crime, fatal road traffic collisions and modern slavery.

Individual funding of up to £20,000 is available for each voluntary or community organisation that helps people cope and recover. Groups can apply on their own or they can join together and form a partnership. The additional grant for community/grassroots organisations enables victims of crime to be supported where specialisms may lack.

The funding has been making a real difference to people’s lives and a real difference to the operation of smaller support services since 2014.

Successful organisations for this year’s Victims Fund include:

* Beyond the Horizon
* Brake
* Chadd
* Edwards Trust
* Honour Based Violence and Forced Marriage Consortium Helpline
* New Heights Warren Farm
* Panaghar
* SWAN
* The Sharan Project
* West Midlands FM HBA Helpline

Since 2014 there has been a concerted effort to harness the expertise of local community organisations in tackling hidden crimes such as FGM, honour based abuse and forced marriage. The OPCC victims’ leads have brought together 3 specialist organisations to form a consortia delivering a West Midlands wide FM HBA helpline, to be launched in August 2019.

* Police and Crime Commissioner’s ‘For Victims’ Website

The redesign of the PCC website now includes a dedicated For Victims page, providing you with all of the information you need on how to identify abuse and hidden crimes. The pages include an easy to navigate interactive map that allows you to find support locally from our funded providers for the particular crime that you have experienced.

Over the next year in my role as Police and Crime Commissioner I will continue to advocate for putting an end to all forms of violence against women and girls and the holding of perpetrators to account. I will work with partners to combat the heinous crime of modern slavery and ensure that victims of this crime are properly supported at each stage of their journey. I will continue to lobby for hate crime victims’ rights and entitlements and I will also ensure that victims and their families of fatal road traffic collisions, have the best possible aid in place to recover from their experience.

I aim to keep on addressing the diverse needs of our communities to work for a safer and stronger West Midlands.



Your Police and Crime Commissioner