



**OFFICE OF THE POLICE & CRIME
COMMISSIONER FOR THAMES VALLEY**

**PCC PROGRESS REPORT TO THE
THAMES VALLEY POLICE AND CRIME PANEL
29th January 2021**

**Police and Crime Plan Strategic Priority 1:
Vulnerability**

I ensure delivery of my Police and Crime Plan 2017-2021 objectives by holding to account Thames Valley Police (TVP) and other PCC-funded and commissioned service providers for their delivery of specific operational policing, crime reduction and community safety objectives.

The Chief Constable produces an Annual Force Delivery Plan which complements and supports my Police and Crime Plan. I attend monthly Service Improvement Reviews across Local Policing Areas in Thames Valley and Force Performance Group meetings whereby I can witness the Chief Constable and Deputy Chief Constable (DCC) holding relevant operational personnel to account for their performance in delivering their respective specific aims, objectives and targets. Furthermore, at my quarterly 'Level 1' public meetings I hold the Chief Constable to account for overall delivery of operational policing against the Force's Annual Delivery Plan.

In respect of **Strategic Priority 1 ('Vulnerability')**, my objective is to manage demand on services through better working together with partners, with particular emphasis on three priority areas, being (1) **Mental Health**, (2) **Adults at Risk** and (3) **Service Quality**.

My Police and Crime Plan sets out the following '**Key Aims**' for addressing Vulnerability:

- 1) Improved recognition across the criminal justice system of mental health distress experienced by both victims and offenders, leading to
 - a) Referral pathways into appropriate support agencies, and
 - b) Improved access to mental health care from those in contact with the criminal justice system.
- 2) Better understanding by police and partners of the extent and nature of elder abuse, followed by positive action taken to address the issues uncovered.
- 3) Improved police awareness and robust prosecution of those practising 'more hidden' forms of abuse, including coercive control, stalking, harassment, honour based abuse (HBA) and forced marriage.
- 4) Improvements in criminal justice experience and outcomes for victims of domestic and sexual abuse.
- 5) Ongoing assessment by police of the benefits arising from Multi-Agency Safeguarding Hubs (MASHs), including the current arrangements of 9 MASHs serving Thames Valley.

I have summarised below the progress to date (Year 4, 2020/21, Qtr. 2) on the delivery of the above, four-year, Police and Crime Plan 'Key Aims'.

2020/21 PROGRESS ON DELIVERY OF STRATEGIC PRIORITY 1 'KEY AIMS'

(Year 4, 2020/21, Qtr. 2)

- 1) Improved recognition across the criminal justice system of mental health distress experienced by both victims and offenders, leading to:**
- **Referral pathways and improved access to Mental Health care**
 - **Improved access to mental health care from those in contact with the criminal justice system**

TVP Delivery Plan actions:

2020/21:

- The focus of the Victim Satisfaction project under the 'Operation Endeavour' programme will be on the processes in place for engaging with victims, the understanding of the importance of these processes amongst investigators, and encouraging better utilisation of these. The business cards for all Incident Crime Response (ICR) staff have been delivered which will provide victims with their direct email and mobile numbers
- Operational guidance has been reviewed. LPAs have been training their ICR teams on what victim satisfaction means (started in July). The VS lead has met with every LPA commander to suggest what areas they should be looking to deliver on in their own plans locally, including providing them with the training package used for ICR teams.

2018/19 – 2019/20:

- TVP Local Policing is working with Mental Health partners to establish a joint data set to manage demand, via Local Partnership sector meetings.
- TVP is working closely with prisons, universities and Adult Services to identify vulnerable individuals.
- The Policing Strategy Unit developed operational guidance to ensure officers and staff are aware of how to refer victims into the PCC's Victims First service.
- The quality of Victim Contact Contracts continues to be monitored by the Service Improvement team, and Thames Valley Police ran a "Dotting the i's" and "Crossing the t's" internal campaign to ensure contract quality is high. The percentage of offences per month which have a Victim Contact Contract has risen from 34% (in July 2017) to 78% (April 2018).
- Operational guidelines published in relation to dealing with detainees in custody with mental health issues.
- The Criminal Justice department is supporting the Force Liaison Advisors in professionalising and delivering a more streamlined approach to the deployment of Family Liaison Officers (FLOS) to deliver a better service to the victims of the most serious crimes. This includes development of a resource availability sheet and development of Family Liaison Coordinators at first line supervisor level outside the Major Crime Unit to bolster resilience. This contributes to improving the Force's response to dealing with witnesses, through using legislation and learning effectively.

- The Criminal Justice department works with Liaison and Diversion and Mountain healthcare to provide help and support for all detainees in the custody environment.

2017/18:

- The Policing Strategy Unit template for use in custody in order to assess the risk of suicide to suspects leaving custody went live. It includes guidance about referral to partner agencies and the importance of regular contact and updates about an investigation.
- The Local Policing Operating Model was introduced in June 2017 to help target resources and provide a more effective and efficient service.
- The Policing Strategy Unit reviewed the operational guidance for key areas of safeguarding and new guidance was prepared for mental health, incorporating key elements of the Mental Health Act.
- The Regional Mental Health Forum is chaired by Assistant Chief Constable Crime & Criminal Justice.
- Suicide prevention Single Points of Contact trained our frontline to increase the knowledge, understanding and response to those vulnerable to self-harm or suicide

PCC Community Safety Fund (CSF) initiatives:

2020/21:

- The Positive Relationships Programme (PRP) for perpetrators of domestic violence was brought to an end in March 2020 due to inconclusive evaluation results (coinciding with start of Covid lockdown 1). The OPCC commissioned a rapid evidence review to help inform next steps. With TVP partners and domestic abuse (DA) commissioners, alternative programmes are being reviewed in order to agree a recommendation for future requirements in this area in Thames Valley.
- In Oxfordshire, the CSF supports a café run for those who have been involved in the criminal justice system with complex needs. The café enables them to gain volunteering and work experience, along with qualifications that enhance their chances of employment and aid them on their journey to be drug and alcohol free
- In Buckinghamshire, access to housing support is provided to those referred in with multiple barriers including involvement in the criminal justice system. After initial success in the south of the county, the programme has been expanded into the north.
- In Berkshire, there is funded Dual Diagnosis (mental health and substance misuse) support as part of an holistic approach to “Make Every Adult Matter”. This work supports rough sleepers who are vulnerable to exploitation, enhances multi-agency information sharing and specialist support around substance misuse.
- Also in Berkshire, funded Criminal Justice Outreach Workers improve the management of high risk individuals and engage with those who are problem drinkers and street homeless. They open access to referral pathways which can mitigate the risks posed by mental health barriers that are presented.

2018/19 – 2019/20:

- The Positive Relationships Programme (PRP) for perpetrators of domestic violence was extended to the end of March 2020 in order to improve on the evaluation material and subject sample size to inform future commissioning.

2017/18:

- £24,500 invested by Oxfordshire CSP in the Refresh Café in Oxford, run by and supporting the homeless and those with M-H problems, including signposting and peer support.
- Royal Borough of Windsor and Maidenhead CSP invested £33,500 on Outreach services for those with alcohol and drug abuse and mental health problems.
- Milton Keynes CSP invested £40,000 in outreach support for persons with mental health, drug and alcohol abuse problems.

OPCC Victim Services:

2020/21:

- Following on from the Forbury Gardens terrorist incident in Reading, Victims First have been closely involved in supporting victims and witnesses and family/friends of those affected. This includes being the recipient of calls immediately after the attack and providing the pathway into our commissioned support services. The OPCC has since developed a partnership with Berkshire Healthcare Trust and has jointly funded and delivering the Forbury Gardens trauma service. A clinical psychologist has been recruited to provide support for the most complex victims. There is an ongoing effort to contact everyone who was affected by the incident (including the first responders) and offer them appropriate support. The Victims First Hub team are doing the initial mental health triage and actively monitor those people affected over two years.
- An independent audit of the counselling service led to an excellent reassurance rating. The application process for new counsellors will be live shortly with a focus on attracting counsellors with identified specialist skills for supporting victims with complex needs.

2019/20:

- Market engagement events and workshops took place in first part of 2019/20 in advance of commissioning new specialist victims services for both adults and children/young people. Both contracts were successfully awarded in Autumn 2019 and transition planning is taking place in advance of 1st April 2020 when the contracts begin. The new services will support victims with higher and more complex needs, supporting many with common mental health problems, and forging clear pathways into mental health care for those with more serious mental health concerns.
- An end-to-end review of the PCC's specialist counselling service was been undertaken, leading to improvements in the application process and type of counsellors attached to the service, improved processes for allocating clients to counsellors, and the introduction of opportunities to receive client feedback to inform continuous improvement of the service.
- The OPCC has been closely engaged in the TVP 'Operation Endeavour' – Victim Satisfaction strand, providing tools and learning to TVP to improve officer skills in communicating with victims, including 'scripts' and training on Victims First.

2018/19:

- The Victims First service launched in March 2018 which allows for a centralised referral pathway for any victim, witness or family member of victim who require additional emotional and practical support. The Hub provides a single point of contact for victims, witnesses and family members, and coordinates the most appropriate support according to their needs. In the first 6 months the Hub received referrals for 2,226 victims and provided support to 889 people.
- We worked closely with Thames Valley Police to create new operational guidance and to put a technical solution in place which allows police officers and staff in contact with victims to check on their welfare and, where support is required, refer them directly to Victims First.
- Victims First was promoted to the public and other partners to ensure that people that need support, regardless of whether they have reported the crime to the police, are aware of Victims First and know how to access it.

Complex Needs Service

2018/19 – 2019/20:

- The OPCC worked closely with the service provider as that service ended in March 2020 and transitioned into the current new specialist service for adults (see above 'OPCC Victims Services' update for further information).

2017/18:

- Three county complex needs services provide outreach and refuge support for clients experiencing domestic abuse who have additional complex needs (mental health and substance misuse). Referral pathways include other professionals, domestic abuse agencies, or self-referrals (directly from the service user). The services work closely with Police, Community Mental Health Team, Drug and Alcohol services, Housing, Social Services, Probation, Health Services, Schools, other Domestic Violence (DV) services and in-house (Outreach, Family Choices, Refuge).

Thames Valley Independent Sexual Advisory (ISVA) Service

2018/19 – 2019/20:

- The OPCC worked closely with the service provider as that service ended in March 2020 and transitioned into the current new specialist service for adults (see above 'OPCC Victims Services' update for further information).

2017/18:

- The ISVA service supports victims of rape and serious sexual assault.
- 24 clients accessed the ISVA service with mental health issues.
- 16 clients accessed information about specialist support services in the community, e.g. for depression.
- 25 clients sought support to address emotional effects of the domestic violence on themselves and their children.

PCC Specialist Counselling Service

2018/19 – 2020/21:

- See various Victims services updates above.

2017/18:

- Initial activity focussed on promoting counsellor application process, receiving and processing applications, recruiting and induction for counsellors.
- 42 Approved Counsellors have received Induction – 28 awaiting Induction.
 - Total counselling capacity – 218 hours per week
 - Currently uneven spread across Thames Valley.
 - Focused town/county recruitment via Facebook and direct emailing via Counselling Directory.
- Qtr. 2 2017/18 activity focussed on identifying (restricted) referral routes and raising awareness of the service through those routes. Restricted routes necessary to ensure that supply can meet demand.
Range of referral routes:
 - TVP (Child Abuse Investigation Units, Domestic Abuse Investigation Units, School Liaison Officers, Family Liaison Officers, Specially Trained Officers)
 - PCC Commissioned Victims Services Providers
 - Non-PCC providers of Victims Services (e.g. Rape Crisis Centres)
 - Probation Victim Liaison Units
- Commenced accepting referrals in September 2017.

2) Better understanding by police and partners of the extent and nature of elder abuse, followed by positive action taken to address the issues uncovered

TVP Delivery Plan actions:

2020/21:

- Three LPAs have agreed to work with Protecting Vulnerable People (PVP) to trial response pilots with different disengagement elements. This will enable us to assess effectiveness. LPAs are due to engage their SMTs and propose dates for this activity.
- Throughout the summer victims of courier frauds were targeted throughout the Thames Valley Police area. Intelligence was gathered and developed which resulted in the arrest of suspects. Fraud referrals relating to vulnerable victims of fraud are responded to by Police where advice is provided to ensure they are safeguarded and protected from being targeted in the future. The banking protocol has been instrumental in protecting further victims of fraud by refusing transactions and contacting Police.

2018/19 – 2019/20:

- TVP developed a new Force Policy and guidance relating to vulnerable adults.
- 'Operation Signature' provided targeted safeguarding and crime prevention activity for victims identified via Action Fraud. Funding in support of this activity was provided by the PCC.

- The Policing Strategy Unit have launched operational guidance for those responding to cases of adults at risk and are currently working on 'mate crime' which will help uncover and look at issues involved in elder abuse.

PCC Community Safety Fund (CSF) initiatives:

2020/21:

- In Oxfordshire, CSF funding is helping to increase the focus on the exploitation of older people such as through scams and distraction burglary.
- In Buckinghamshire, an innovative scheme called Street Associations has been funded through the CSF for a few years now and continues to grow. The project increases the engagement and awareness at neighbourhood and street level by training key individuals to spot signs of exploitation of their elderly and vulnerable neighbours. The project has seen significant increases in referrals to Prevention Matters and Trading Standards where older residents receive direct and practical support to reduce their risk of being victimised. There are over 400 members across the various streets.

2019/20:

- Age UK Oxfordshire is in year two of its project, producing training and support materials for agencies across the county who already engage with elderly and vulnerable members of the community.

2018/19:

- Age UK Oxfordshire were awarded a grant of £55,224 for a two year project to work with organisations who engage with the elderly community and train them on elder abuse, vulnerability issues and safeguarding procedures.

2017/18:

- A number TVP cross-departmental projects, such as the joint Protecting Vulnerable People / Economic Crime Unit work on protecting the elderly and other vulnerable adults online were developed.
- Oxfordshire CSP invested £9,446 expanding their Safe Places Scheme; places in the community where the vulnerable can seek advice and support with crime and safety concerns. Identified 33 new Safe Places in Wallingford + 17 in Didcot.
- Buckinghamshire CSP invested £17,500 in launching 4 new Community/Neighbourhood Watch Associations in 28 Neighbourhoods.
- Milton Keynes CSP invested £5,000 towards costs of Crime Reduction Officer to include support for those vulnerable and targeted for burglary, often elderly persons living alone. They launched an anti-burglary campaign 'be aware in winter'.
- West Berkshire CSP invested £71,384 in a 4 Community, Crime and ASB reduction Co-ordinators, which includes support for targeted elderly or vulnerable people.

OPCC general activities:

2020/21:

- The Thames Valley BAMER (Black, Asian, Minority Ethnic and Refugee) Project was a two-year project running between April 2018 and March 2020. The project was managed by Thames Valley BAMER Board, chaired by the OPCC with

representatives from Local Authorities and local VAWG services. The Project worked in relation to the following strands of abuse and violence Thames Valley:

- Honour-based abuse (HBA)
 - Forced marriage (FM)
 - Female genital mutilation (FGM)
 - Stalking and harassment
 - Domestic abuse (DA)
 - Sexual violence
- A report, based on The Thames Valley BAMER Project's work encapsulates the activities and outcomes achieved and sets recommendations going forward. This report will not be the end of our work. The OPCC and members of the BAMER Project are very passionate about equality, improving lives, tackling abuse in all its forms and making things safer. As such, we have formed a BAED Partnership Group to take forward the recommendations in this report.

2018/19 – 2019/20:

- Victims First Connect rolled out. This programme involves identifying and recruiting local community places and people to support awareness of Victims First (VF). VF Connect points focus on locations/places attended by vulnerable, including elderly, people such as community centres, GP surgeries, CABs.
- Victims' First staff received training and have been actively supporting fraud prevention initiatives taking place in local community centres (e.g. shopping centres). Staff have attended these events, provided literature and advice to members of the public, as well as referring people on for further support.

2017/18:

- The OPCC recruited a Communications Support Officer whose role includes development of fraud awareness initiatives with elderly and other vulnerable groups.
- In collaboration with TVP Economic Crime Unit, PCC funding was allocated to the Force for a one-year pilot under Operation Signature (mentioned above under TVP activity) supporting Thames Valley victims of fraud, identifying more vulnerable individuals requiring on-going police support, providing advice and signposting to support.

3) Improved police awareness and robust prosecution of those practising 'more hidden' forms of abuse, including coercive control, stalking, harassment, honour based abuse (HBA) and forced marriage

TVP Delivery Plan actions:

2020/21:

- A Stalking and Harassment group has been established. Legal Services are engaged to review the Force position on Sexual Prevention Orders (SPOs). All non-domestic stalking investigations in the Force and their officers in charge (OICs) are prompted to consider the use of SPOs where appropriate. This is preferred over bail. Progress in stalking and harassment is in its early formative stages but there will be more to report in respect of Q3 and Q4.
- An exploitation group has started in Berkshire - this will also be developed in Oxfordshire and Buckinghamshire. TVP have developed a successful working relationship with the

South East Regional Organised Crime Unit (SEROCU) and are the 2nd highest force in terms of proactive policing with online offenders. The Violence Reduction Unit (VRU) is working with local partners to provide a mentoring scheme for vulnerable children. Under Effectiveness and Efficiency (E&E), the Missing and Exploitation hubs have been reviewed, and recommendations have gone to the Chief Constable's Management Team (CCMT) to reduce duplication with LPAs.

2019/20:

- SafeLives, a UK-wide charity committed to ending Domestic Abuse, is set to deliver training to all frontline officers, the Domestic Abuse Investigation Unit and control room staff. This training also covers Honour Based Abuse, coercive control and Stalking and Harassment. It will focus specifically on how the integrity of crime data on these matters can be ensured in line with Operation Endeavour principles.
- Following on from the work on developing stalking clinics, a monthly multi-agency panel to support officers in charge of stalking cases, identifying high-risk individuals and finding joint solutions, TVP is currently awaiting the national evaluation of the government-run clinics before this model is being moved forward.
- SaVe3 training focused on stalking and harassment, and work is ongoing regarding the use of stalking profilers, by exploring a police-profiling approach to stalking and harassment, in contrast to the current medical-based approach.

2018/19:

- Phase 3 of the Hidden Harm campaign was launched in June 2018 and raised awareness of honour based abuse and forced marriage to communities in the Thames Valley and internally to officers and staff. It resulted in 32 separate pieces of media coverage and an estimated reach of over 1.5 million people.
- Channel 4 News ran a Thames Valley led feature on how the police handle domestic abuse incidents involving minority communities.
- Messaging from the previous two phases of the hidden harm campaign, which focused on modern slavery and child abuse, reached 1.4 million people on social media.
- The Protecting Vulnerable People department has nearly completed the SaVE 3 training for officers and staff which focuses on missing people, stalking and harassment. The programme has been developed taking into account recent Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) inspections, College of Policing reports and internal audits.
- Lesbian, Gay, Bisexual and Transgender Liaison Officers (LAGLO+) are attending Hidden Harm training and information sessions at schools and public events across LPAs.
- New Honour Based Abuse guidance was published to assist officers and staff in dealing with Honour Based Abuse incidents and providing support to victims.
- Through the SaVE programme there have been a number of dedicated communications plans which have looked to increase the knowledge and confidence of the public, police and partners in recognising these 'hidden harm' crimes such as modern slavery, honour based abuse and domestic abuse, and so increase our ability to deal with them.

- Recorded levels of honour based abuse offences remained low and decreased from 62 in the previous year to 59 in the first half of this financial year.

2017/18:

- The initial predictive analytics project came to a conclusion. Initial internal feedback was positive and engagement with local authorities is ongoing around maximising the most effective use of such predictive analytics.
- The second phase of the Cyber Crime campaign '#ProtectYourWorld', launched in February, aimed at young people and their parents or carers to keep them safe online. This campaign involved support from a range of partners, including numerous councils, Oxfordshire Army Cadets, Berkshire Community Foundation, SEROCU, Clearly Speaking (a support service for those with autistic spectrum disorders and other associated difficulties) and Safe! (a support service for young people affected by crime). An online live Q&A was filmed as part of the campaign, in partnership with the NSPCC, which has had over 1,200 views.
- Learning and Professional Development (L&PD) delivered SaVE 2 training to further embed the issues of safeguarding, vulnerability and exploitation within the organisation.
- The Project Eagle Tactical Group was developed to identify and safeguard those at risk / victims of human trafficking or slavery.
- Stalking guidance delivered.
- The Policing Strategy Unit launched operational guidance for those responding to cases of adults at risk and an Adults at Risk operating group was put in place to monitor and develop future service delivery.
- The Policing Strategy Unit undertook a review of the operational guidance for key areas of safeguarding, and completed the Child Sexual Exploitation guidance, which included new guidance regarding Female Genital Mutilation. New guidance is also being prepared for mental health, incorporating key elements of the Mental Health Act.
- Cinnamon Network funding was approved to address high demand, high vulnerability issues across a number of Local Policing Areas.
- October 2nd 2017 saw the launch of the 18 month 'Hidden Harm' campaign.
- As a result of the 'Hidden Harm' focus on modern slavery, 14 referrals were made to the National Referral Mechanism supporting vulnerable people at risk of exploitation.
- Chiltern and South Buckinghamshire LPA's work on closure orders has seen further positive impacts in reducing anti-social behaviour, removing problem tenants and protecting vulnerable people from the practice of 'cuckooing'.
- Victims' Code launched supported by a 4 week internal communication campaign, articles posted online and 'monitor cards' distributed to all relevant TVP teams to increase awareness and compliance.

PCC Community Safety Fund (CSF) initiatives:

2020/21:

- In Oxfordshire, there is CSF support to the City's Sex Worker Intervention Panel and Hotel Watch which both strive to identify those at severe risk of abuse that is often hidden in times of the day and in places where they are not seen. Engagement includes sexual health, exploitation, harm reduction support and work with B&Bs and Hotels to remove the enablers to this hidden harm
- In Buckinghamshire, radicalisation and other dangerous narratives are being tackled through interactive pupil-led workshops in schools, both at later primary and across secondary years. The project is able to help children and young people discuss difficult issues and understand how to reject negative influences.
- In Berkshire, problem solving work is funded to improve the response to modern slavery where vulnerable people will receive increased National Referral Mechanism (NRM) referrals, signposting into specialist support, increased intelligence to police, and increased training for frontline staff. There is also work around car washes where modern slavery is regularly an issue.
- Also in Berkshire, the CSF has enabled funding of two outreach workers fluent in Urdu and Punjabi to build trust and resilience in women for whom English is not their first language. The women are mostly of Muslim faith and the project reaches BAMER women to educate and help them to recognise abusive behaviour such as forced marriage, honour based abuse. The programme aims to empower them to make positive changes that keep them in safe relationships.

2018/19 – 2019/20:

- New work is being trialled to support sexual abuse where men and boys are victims. This can be in same sex relationships and aims to support male victims who are often targeted and presumed to be the offenders, which has been seen to take place in forced marriage and honour-based cases. This work will help to better understand the challenges faced by these hidden victims

2017/18:

- PCC allocated funding of £100k to support local projects / organisations providing services that improve reporting and prevention of Female Genital Mutilation (FGM).
- Slough CSP invested £74,513 on a comprehensive healthy relationship campaign throughout all schools in the area.

OPCC Victim Services:

2020/21:

- Stalking is included under the new OPCC/NHS England Sexual Assault and Abuse Strategy (SAAS) group.

2018/19 – 2019/20:

- The OPCC developed and delivered a coercive control campaign (KnowThisIsNot Love). The campaign was mainly through social media (Facebook) and radio advertising. This culminated in a video ('Don't Disappear') telling the story of a young couple whose relationship became increasingly indicative of coercive control. The campaign obtained significant radio coverage, followers on Facebook and increased referrals involving coercive control to the Victims First Hub.

- Victims First Hub staff have continued to increase their skills through additional training on coercive control, stalking, and domestic abuse. Self-referrals to the Hub, often involving hidden forms of abuse, have continued to rise.

2017/18:

- OPCC supporting victims of exploitation and modern slavery through the Independent Trauma Advisory (ITA) Service.
- Following two successful government funding applications to the 'Violence Against Women and Girls' (VAWG) Transformation Fund via The Department for Communities and Local Government and the Home Office, the Thames Valley 'Black, Asian, Minority Ethnic and Refugee' (BAMER) Project Board was established to support the assessment, improvement and better coordination of the multi-agency response to VAWG in BAMER communities across the region.
- The Young Victims Service (SAFE) facilitated a group with recently arrived young migrant men at City of Oxford College. This weekly group focuses on discussion around healthy relationships and sex, managing risk, protective behaviours and positive activities.

OPCC general activities:

2019/20:

- Through the Home Office 'Early Intervention Youth Fund' (EIYF), a programme of projects was delivered across Thames Valley aimed at highlighting the risk of exploitation of young people (preventative programmes through schools), youth mentoring and outreach to support those considered at high risk or already believed to be involved in exploitation (such as through county lines organised crime).
- Allocation of Violence Reduction Unit (VRU) funding from the Home Office to PCCs in Autumn 2019 expanded this preventative work to involve programmes and support for other vulnerable adults and young people. Initiatives included, for example, custody programmes (DIVERT), community engagement programmes, pathways to employment programmes, drugs diversion, and psychotherapeutic support for those who have been involved, or witnessed, violent crime resulting in trauma. This programme was awarded further funding to continue in 2020-21.

2018/19:

- Over £3m of community safety funding was provided by the PCC to local authorities across the Thames Valley to tackle local priorities, including hidden harm.

2017/18:

- Initial development of domestic abuse campaign, 'Not Love', to increase early intervention and prevention. This was based on an existing coercive control campaign delivered by Camden Council. OPCC worked with a creative agency to develop a video to use alongside this.
- 'Clare's Law' awareness materials aimed at professionals were developed.

4) Improvements in criminal justice experience and outcomes for victims of domestic and sexual abuse

TVP Delivery Plan actions:

2020/21:

- The review of behavioural economics trials will lead to the roll out in Q3 of the Investigation and Support Timeline as expected practice in all adult rape cases. Quality and volume of Early Investigative Advice (EIA) submissions has improved, making early communication with Crown Prosecution Service (CPS) more effective. COVID-19 delayed joint Police and CPS training events that were planned; however, these are now to be taken online in order to deliver training around common evidential themes within rape cases and how to address them effectively.
- There are proposals to 3 LPAs to trial enhanced DA response. Integrated Offender Management (IOM) has taken on domestic abuse (DA) offenders for intensive management. The Medium Risk Safety Planning contract is being renewed with increased criteria and audit processes to assess its effectiveness. Multi Agency Tasking and Co-ordinating (MATAC) and Multi Agency Risk Assessment Conference (MARAC) processes are being reviewed for the purpose of improving consistency. A DA triage is being trialled in Oxfordshire.
- There is a pilot using Independent Domestic Violence Advisors (IDVAs) to improve victim engagement for Domestic Violence Protection Orders (DVPOs). Protecting Vulnerable People (PVP) are in consultation with an LPA to trial the effective management of DVPOs. Further engagement is needed to progress this. As mentioned in Stalking & Harassment, Legal Services are reviewing the Force position on SPOs.

2019/20:

- The Force continued to further improve investigations on rape through the Rape and Serious Sexual Offences (RASSO) Detective Inspector and the recruitment of three dedicated RASSO Evidential Review Officers (EROs) who focus on cases from the Criminal Investigation Department and Domestic Abuse cases. These posts have been moved to the Criminal Justice department to support the professional development of the EROs and strengthen working relationships with Criminal Justice partners. This structure also provides strategic oversight and tactical support to officers, and informs continuing Force plans.
- The Force continues to use behavioural economics to improve outcomes for rape cases and give victims transparency regarding investigation. The Force is now entering the evaluation phase for this, and analysis will continue for the next nine months.
- In Q1, the Force has particularly improved on the Early Interventions strand of the plan – including actions such as improving the process for domestic abuse victims through the Prosecution Working Group meetings

2018/19:

- The Policing Strategy Unit issued amended forms and guidance for officers submitting files for domestic abuse cases to improve the quality of evidence and to reduce errors.
- The Policing Strategy Unit developed guidance to ensure officers and staff are aware of how to refer victims into the Victims First service.

- The quality of Victim Contact Contracts is monitored by Service Improvement, and Thames Valley Police is currently running a "Dotting the i's" and "Crossing the t's" internal campaign to ensure contract quality is high. The percentage of offences per month which have a Victim Contact Contract rose from 34% (in July 2017) to 78% (in April 2018).
- A pilot between TVP Criminal Justice, the Crown Prosecution Service and Aylesbury Crown Court was established to fast track domestic abuse cases in the Crown Court.
- The Criminal Justice department supported the Force Liaison Advisors in professionalising and delivering a more streamlined approach to the deployment of Family Liaison Officers (FLOS) to deliver a better service to the victims of the most serious crimes. This included development of a resource availability sheet and development of Family Liaison Coordinators at first line supervisor level outside the Major Crime Unit to bolster resilience. This contributes to improving the response to dealing with witnesses through using legislation and learning effectively.
- Force CID explored an information campaign targeting victims of rape to improve understanding of the criminal justice process and support available. This aimed to encourage engagement with, and confidence in, the criminal justice process to improve positive outcomes.
- The Policing Strategy Unit issued amended forms and guidance for police officers preparing and submitting files for domestic abuse cases to improve the quality of evidence and to reduce errors.
- Thames Valley Police embedded a Detective Chief Inspector in the Crown Prosecution Service (CPS) Rape and Serious Sexual Offences (RASSO) team in order to improve our understanding of CPS file requirements and improve Force case file submissions in order to increase positive outcomes.
- A Rape 'Gold' group was set up to improve positive outcomes of rape, including file quality.
- The Criminal Justice department investigated the correlation between file quality issues and violence against the person offences to find and act on specific areas of improvement.
- Monthly standardisation meetings were held with the CPS to ensure a more joined up approach and so maximise successful prosecutions.
- The Policing Strategy Unit published updated operational guidance for domestic abuse, child abuse and other safeguarding crime types to help embed a consistent best practice approach to protect the vulnerable.
- Recorded domestic abuse related crime rose substantially (59%) in the first half of the 2018/19 year. Compliance around recording was an area of concern in the HMICFRS Inspection of Crime Data Integrity, so the increase is welcomed. Internal audits show that compliance with the National Crime Recording Standard improved from 61% between April and August 2017 to 88% between April and June 2018.
- The positive outcome rate for Domestic Abuse fell to 12% from 22% in the previous year, partly as a result of the improved recording of offences. The satisfaction level for victims of domestic abuse remained high at 86% (rolling 12 months period as at September 2018).

- The Force recorded a 2% increase in the volume of rape offences recorded in the first six months of the 2018/19 year (913 rape offences recorded), which was believed to reflect continuing improved confidence to report.
- The volume of positive outcomes obtained for rape offences remained below the level seen in the previous year. Thames Valley Police obtained 51 positive outcomes in the first half of the year compared with 71 during the same period in the previous year. Nationally, there had been a significant fall in the proportion of recorded rape offences resulting in a positive outcome.
- The volume of other sexual offences recorded increased 35% for the Force in the first half of the financial year. Conversely there was a 37% reduction year-on-year in the volume of positive outcomes obtained for other sexual offences, from 224 to 142. Identifying opportunities to improve the volumes of rape offences resulting in a positive outcome was afforded necessary focus through a variety of forums, all of which informed the Service Improvement plan generated following the end-to-end review of rape offences completed this year.

2017/18:

- TVP delivered continued support for the Positive Relationship Programme (PRP), which is a perpetrator programme aimed at standard and medium risk domestic abuse offenders.
- A trial was put in place in Oxfordshire around the management of high and medium risk domestic abuse offenders, and a Domestic Abuse Coordinator was recruited to ensure a better referral rate into Integrated Offender Management. The number of domestic abuse offenders is monitored through the Offender Management and domestic abuse groups.
- TVP revised the matrix for selecting Integrated Offender Management cohorts with Reading Community Safety Partnership (CSP). An IOM toolkit was developed, linking into NICHE for offenders. Domestic Abuse offenders are now incorporated into the Buckinghamshire IOM.
- The Force developed an “Offender Management” approach combining VISOR (Violent and Sex Offenders Register) and IOM. New offender management referral process includes flagging domestic abuse offenders in Integrated Offender Management.
- Integrated Offender Management and the Violent and Sex Offenders Register are now managed under one Detective Chief Inspector, to provide clarity and additional resources to support Multi-Agency Public Protect Agreements (responsible authorities).
- Increased the number of violent offenders on the Integrated Offender Management cohort – which rose to 55%
- TVP commissioned a number of ‘health checks’ to assess the multi-agency panel meeting, domestic abuse strategy and Child Sexual Exploitation strategy which informed and updated related multi-agency strategies.
- The introduction of the Domestic Abuse Prosecution Team.
- New guidance introduced for officers investigating Domestic Abuse to cover more advice on body-worn video and absent victim prosecutions.

- The new risk assessment process around domestic abuse triage was put in place, with a focus on standard and medium risk events. This improved first-line risk assessments and allowed TVP to improve engagement with victims.
- A review of internal procedures on Child Sexual Exploitation and taxi drivers was initiated following a serious case review.
- The Policing Strategy Unit completed its review of the 'Serious Sexual Assault Policy' and the recommendations were adopted by TVP, which improves access to investigation and support for victims.
- The Policing Strategy Unit undertook a review of the operational guidance for key areas of safeguarding, and completed the Child Sexual Exploitation guidance, which now includes guidance regarding Female Genital Mutilation.
- New operational guidance for investigating child abuse was published. This covers the investigation of the physical or sexual abuse of children and cases of criminal neglect.
- As a supporter of the Local Safeguarding Children Board, targeted training was provided to multi-agency specialist roles in Child Sexual Exploitation, case reviews and safeguarding.
- The Policing Strategy Unit worked to align Contact Management Platform processes with Hampshire Constabulary for domestic abuse and missing people.
- The Force played a leading role in the Centre for Policing Research and Learning, for example, hosting a Peer Learning Event on Child Sexual Exploitation, sharing learning with 16 police forces across England and Wales.

OPCC general activities:

2020/21:

- Some Rape Crisis centres across the Thames Valley have reported that they have seen a decrease in people seeking support following sexual offences for fear of repercussions around not complying with Covid-19 restrictions. The OPCC has been working with Thames Valley Police to reassure people who have been a victim of a sexual offence during the pandemic to come forward and seek support.
- The OPCC agreed with NHS England to arrangements and governance for a new Sexual Assault and Abuse Strategy (SAAS) partnership Board.
- Victims First connect have been using social media to inform victims of domestic abuse that they can leave home during lockdown, if they are fleeing domestic abuse. The OPCC supporting pharmacies involved in the 'Ask for ANI' scheme during lockdown 3 with material to help signpost to Victims First.
- There has been a lot of additional MoJ Covid-19 funding for victims of domestic and sexual abuse. The OPCC has distributed approximately £900k to 26 different organisations for services around domestic and sexual abuse victims to enable them to support outcomes for victims.
- In 2018, the OPCC commissioned local services to provide a Medium Risk Safety Planning (MRSP) service across the Thames Valley area. Throughout the last two

years, a number of challenges were identified including the sheer demand, the resilience of the services and a lack of standardisation of procedure as to how the service would be delivered and recorded. In 2020, working with TVP, a decision was made to realign this provision with one service provider.

2018/19 – 2019/20:

- The Victims First service was launched in March 2018, which allows for a centralised referral pathway for any victim, witness or family member of a victim who require additional support. The Victims First service provided support to 176 victims of sexual violence in the previous 6 months.
- We have worked closely with Thames Valley Police to create new guidance and put a technical solution in place which allows officers and staff in contact with victims to check on their welfare and, where support is required, refer them directly to Victims First.
- The Thames Valley Independent Sexual Violence Advisory Service is funded by the OPCC and works closely with Thames Valley Police Specially Trained Officers to provide support to victims of sexual violence throughout the criminal justice process and beyond.
- We have co-commissioned with local authorities to provide additional support to victims of domestic abuse, including the creation of Medium Risk Safety Planners who work alongside the Domestic Abuse Investigation Units and deliver safety planning to victims and refer victims needing support into specialist services.

2017/18:

- The PCC's Chairmanship of TV LCJB was utilised to engage with key delivery groups and encourage a more joined-up criminal justice system.
- In collaboration with TVP, OPCC procured a Domestic Violence perpetrator programme ('Positive Relationships') for a one year pilot, including independent evaluation by the Centre for Public Innovation.
- The OPCC managed an interim (year) Domestic Violence funding arrangement. Working with TV Local Authority and Clinical Commissioning Group (CCG) commissioners, the OPCC was seeking closer collaboration between all commissioners of DV services, including pooled budgets.
- In developing and rolling out its domestic abuse campaign, the OPCC increased opportunities for early intervention and prevention.
- The OPCC implemented and managed the 'Black, Asian, Minority Ethnic and Refugee' (BAMER) bid (£400K) in respect of the Home Office 'Violence Against Women and Girls' Service' Transformation Fund Scheme.

PCC's Community Safety Fund (CSF) initiatives:

2020/21:

- The CSF continues to fund approx. 6 IDVAs across Thames Valley, along with the Domestic Violence (DV) Champions network, helplines, outreach workers and sanctuary projects.
- In Buckinghamshire, the CSF funds a Male Sexual Assault and Abuse support service, utilising paid workers and volunteers to improve access to services, confidence to report and safety of victims.

2018/19 – 2019/20:

- Domestic Abuse remains a key focus of priority, programmes of work and funding across the Community Safety Partnerships within the Thames Valley. Over £400k of the PCC's CSF is used directly to employ Independent Domestic Violence Advocates, supporting the voluntary sector in directly supporting victims of abuse.
- The Champions Network continues to be supported which provides training to multi-agency staff across the public and private sector. The Network develops further champions to ensure that front line staff remain confident in their ability to spot the signs and help victims access help.

2017/18:

- Oxfordshire CSP invested £56,255 in outreach services and sanctuary secure services for domestic abuse victims. They have secured the homes of 56 repeat victims of DA.
- Oxfordshire CSP invested £13,393 in:
 - A hotel watch training programme for staff to spot the signs of child sexual exploitation (CSE), attended by 28 staff from 14 hotels,
 - 'Chelsea's Choice' theatre productions (anti-CSE) shown to 312 school children aged 8-10yrs, and
 - a leaflet campaign aimed at 1,000 Taxi Drivers on CSE awareness.
- Oxfordshire CSP invested £40,000 in the Independent Domestic Violence Advocacy (IDVA) Service. A further £40,000 has been invested in a Violence Against Women and Girls (VAWG) Co-ordinator post.
- Buckinghamshire CSP invested £57,500 in their IDVA service.
- Buckinghamshire CSP invested £10,000 on intervention work with 150 young girls vulnerable and at risk of CSE.
- Milton Keynes invested £4000 in IDVA service.
- Milton Keynes invested £2,160 in running costs of Aylesbury Vale Rape Crisis Centre.
- Milton Keynes invested £5,000 toward Domestic Abuse Champions; trained 50 Champions and 8 trainers from April-Oct 2017.
- Royal Borough of Windsor and Maidenhead invested £50,000 in their IDVA service and a Domestic Abuse (DA) Co-ordinator.

OPCC Victim Services:

2020/21:

- The OPCC is closely involved in Operation Endeavour along with TVP, seeking to improve victim satisfaction. This has involved providing training and webinars during victim satisfaction week.
- A Victim Information Booklet and (shorter) leaflet has been produced for use by Victims First staff and partners. This provides a range of information to people about what will happen if they go through the CJS, their rights as victims (e.g. victims right to review, victim impact statements) and where to seek support.

2018/19 – 2019/20:

- The OPCC continues to chair a Domestic Violence (DV) Commissioners Board involving local authority DV commissioners. The Board has supported the introduction and roll-out of medium risk safety planning involving DV support workers based within Thames Valley Police Domestic Abuse (DA) teams to better engage with victims deemed 'medium risk'. This programme has been reviewed to inform improved practice going forward.
- The OPCC brought together rape support services to encourage closer working and better services across Thames Valley for Rape and Serious Sexual Assault. An independent review of their services was commissioned from Perpetuity Research and Consultancy (PRCI) which highlighted gaps and inconsistency in service delivery, as well as duplication, across the region. Further engagement with TVP and NHS Commissioners has led to a review of governance structures in this arena. Potential going forward for a more joined up approach and overarching strategy board for RASSA chaired by the OPCC.
- The OPCC has been involved in helping develop multi-agency meetings to consider introduction of a 'stalking clinic' or procedure in Thames Valley to improve handling of stalking cases and management of perpetrators, particularly those which do not take place following a domestic relationship.

2017/18:

- Delivered a conference to improve professionals working practice and understanding of the complexities surrounding learning disabilities and domestic abuse and sexual violence. Over 100 delegates attended.
- Compiled a training package based on the experiences of Lesbian, Gay, Bi-sexual and Transgender (LGBT) people experiencing domestic abuse. This package is the first e-learning package on this subject nationally.
- Women's Aid staff have been co-located in Aylesbury Domestic Abuse Investigation Unit (DAIU) to conduct medium risk safety planning for victims of domestic abuse.
- Victim Support has conducted safety planning for 334 medium risk victims of domestic abuse.
- SAFE! (Young Victims Service) delivered a sexual violence awareness session to 12-16 year olds where they made promotional videos for SAFE!

5) Ongoing assessment by police of the benefits arising from Multi-Agency Safeguarding Hubs (MASHs), including the current arrangements of 9 MASHs serving Thames Valley

TVP Delivery Plan actions:

2020-21:

- TVP recently undertook a review of its role within the MASHs to evaluate its compliance with the police statutory responsibilities, as directed by Working Together.

- TVP is proposing a number of recommendations in respect of the existing services in order to make its service more effective in individual local authority areas and more coherent across the Thames Valley.
- The purpose of these changes is to reduce delay and risk by addressing the backlogs that too frequently impact adversely on TVP's attendance at meetings and participation in vital partnership safeguarding decision making
- As part of the review, TVP has engaged with a range of local authority representatives at operational and service manager levels, along with several MASHs. Responses so far have been overwhelmingly supportive of the proposed changes.

Pre-2020-21:

- A full review and restructure of the nine Multi-Agency Safeguarding Hubs was undertaken, resulting in omni-competence and greater resilience.
- Following the MASH reviews, staff are now working to the new omni-competence roles.
- Engagement continues with Berkshire local authorities regarding the number and effectiveness of MASH teams within the county. At this time there are no plans to change the number of teams.
- A number of training packages have been produced by TVP to help partners identify risk more effectively, particularly around vulnerability. This includes training for all school safeguarding leads about gangs, youth violence and intelligence handling/dissemination.

Anthony Stansfeld

Police and Crime Commissioner for Thames Valley

January 2021