

## SURREY POLICE AND CRIME PANEL

## VICTIM AND WITNESS CARE UNIT STAFFING AND GOVERNANCE

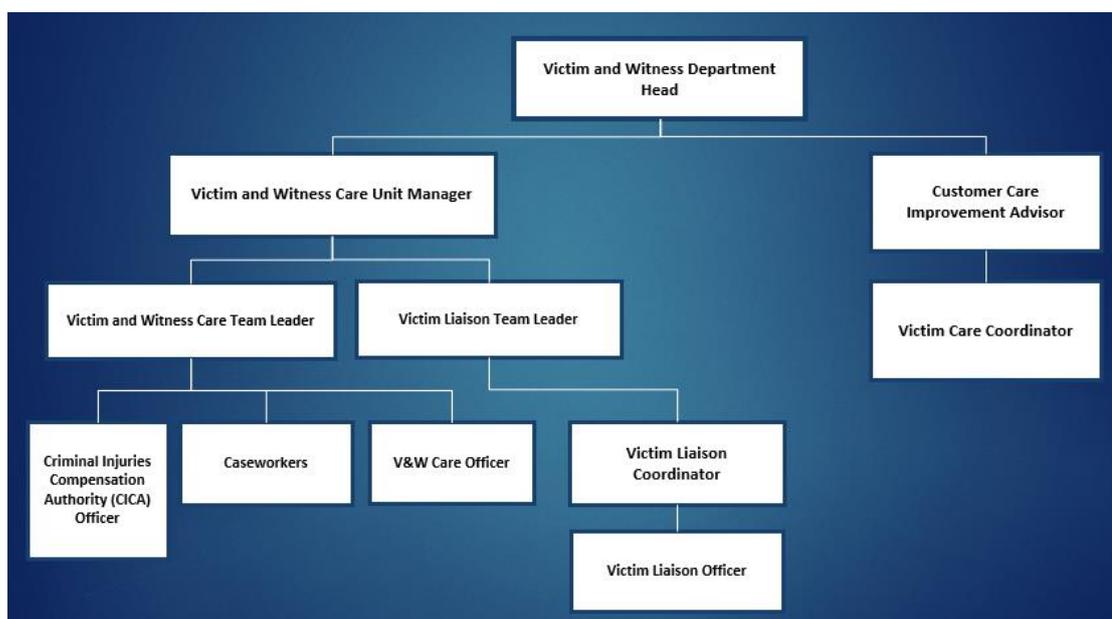
18<sup>th</sup> SEPTEMBER 2019

### 1. INTRODUCTION

- 1.1 On 1 April 2019 Surrey Police opened its new Victim and Witness Care Unit, based out of Guildford Police Station. This professionally trained team has been established by the OPCC and Surrey Police to help victims of crime cope and, as far as possible, recover from their experience, putting in place care plans tailored to the needs of the individual.
- 1.2 All victims of crime in Surrey are automatically referred to the unit at the point a crime is reported, with subsequent contact based on an individual's need and vulnerability. Individuals can also self-refer themselves, or use the Unit's dedicated website to find local specialist support services.
- 1.3 The team is also able to provide support to witnesses of crime, linking with other criminal justice agencies, departments and charitable organisations in order to obtain information and ensure individuals are kept informed about the case and possible attendance at court.
- 1.4 At its heart, the new Victim and Witness Care Unit is designed to allow a truly end-to-end service for victims of crime, from initial contact through to court, and beyond if needed.
- 1.5 The purpose of this paper is to provide the Police and Crime Panel with an overview of the staffing arrangements within the Victim and Witness Care Unit, and the processes by which the OPCC maintains effective oversight of the service.

### 2. STAFFING STRUCTURE

- 2.1 The following diagram sets out the team's current structure.



2.2 The following table sets out the team's current staffing against intended levels.

Title	Intended FTE	Current FTE	Difference	Comments
Head of Victim and Witness Care	1	1		
Victim Care Unit Manager	1	1		
Team Leader	4	3.5	-0.5	A decision was taken to make a saving from this role and re-invest in Victim Liaison Coordinator provision, to provide greater support to volunteers.
CICA Officer	2	2		
Victim & Witness Care Officer	17	17		
Case Worker	3	2.2	-0.8	Due to long-term staff sickness, a further 2 Victim & Witness Care Officers are in the process of being recruited. The missing 0.8 FTE provision for this role is currently being held open in order to finance the slight overspend in the former.
Victim Liaison Coordinator	0.7	1	+0.3	
Customer Care Improvement Advisor	1	1		

2.3 The service is also supported by a number of volunteers, who work within the community to support victims face-to-face. The total number of volunteers equates to approximately 5 FTE, with circa 20 volunteers in total.

### 3. GOVERNANCE & OVERSIGHT

3.1 The OPCC's Head of Policy and Commissioning chairs the monthly Victim and Witness Care Unit Governance Board, which oversees and supports the continued development and performance of the Victim and Witness Care Unit, ensuring that the service is meeting the needs of victims and complying with the requirements of the Code of Practice for Victims of Crime.

3.2 The main duties of the Board include:

- i. **Performance Monitoring:** Members of the Board have a responsibility for overseeing delivery of the service, including adherence to agreed performance measures, MoJ reporting requirements, VCOP and wider service user satisfaction.

- ii. **Budget and Finance:** The Board provides high level oversight of the Unit's budget and acts as the forum through which any modifications - beyond those dealt with in the agreed Scheme of Consent between the Force and OPCC - are considered and agreed.
  - iii. **Service Development:** The Board is responsible for considering and agreeing proposed changes to the Unit's operating model, including but not limited to triage methodology, staff numbers / allocation, co-location of specialist services and service expansion.
  - iv. **Risk Management:** The Board maintains a risk log of key issues facing delivery of the service and, where appropriate, works with the Departmental Head to mitigate and plan accordingly.
  - v. **Technical input and direction:** The Board provides technical advice and support to the Departmental Head, ensuring that the development of the Unit is sensitive to the wider operational and political context of Surrey Police and the Office of the Police and Crime Commissioner.
- 3.3 As referenced above, the OPCC has agreed a formal Scheme of Consent with the Force, which sets out the relationship between the two organisations in relation to the delivery and funding of the new service.

**4. RECOMMENDATION**

- 4.1 That the Police and Crime Panel note the report. For further information members of the Police and Crime Panel can visit: [victimandwitnesscare.org.uk](http://victimandwitnesscare.org.uk)

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