

VICTIM AND OFFENDER NEEDS ASSESSMENT – VICTIM UPDATE 2016

VERSION: 1.0
MARCH 2016

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Document Details	
Title:	Victim and Offender Needs Assessment – Victim Update 2016
Date Created:	March 2016
Description:	An update of the Victim and Offender Needs Assessment from 2012, which provides an updated profile of victims of crime from 2015 for Cambridgeshire and Peterborough
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Additional Contributions:	Data supplied by Cambridgeshire Constabulary, CIB for victim profile Steve Welby, Victims' Hub Nicky Philipson, OPCC – Victim support services data
On behalf of:	The document has been produced by the CRG, on behalf of [Office of the Police and Crime Commissioner - OPCC] and is available to download from http://www.cambridgeshireinsight.org.uk/community-safety/victim-offender-needs-assessment
Geographic Coverage:	Cambridgeshire & Peterborough
Time Period:	January 2015 to December 2015
Format:	word
Status:	final
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1. EXECUTIVE SUMMARY

General findings

- The true number of individuals that have been victimised in 2015 is unknown. This is the result of several factors.
 - Nationally it is estimated that only 42% of victims report the crime to the police which is the only systematic recording in place with which to identify victims.
 - Not all victims want to pursue a criminal justice outcome and may pursue recovery through other avenues.
 - Some victims do not realise they have been victimised (this is particularly notable in online fraud/theft, child sexual exploitation, domestic abuse and hate crime).
 - Some victims are reluctant to engage with the police either because they think the matter is too trivial or previous experience with the police has not been positive.

However, without a complete picture of victims it is hard to anticipate what services they may need to access in the future.

- The number of unique personal victims resident in Cambridgeshire and Peterborough known to the Constabulary in 2015 was 29,218. This is slightly higher than in 2012 (28,230); possible explanations include but are not limited to; slight variations in the way data is recorded and extracted over time, the improved recording of crime (in particular violent crime), increased reporting by victims (in particular sexual offences).
- The number of unique personal victims resident in Cambridgeshire and Peterborough in 2015 is slightly lower than in 2011 (29,740).
- The slight increase since 2012 was not uniform across all 6 local authority areas. East Cambridgeshire and Huntingdonshire had fewer resident victims in 2015 than 2012. Fenland, Peterborough and South Cambridgeshire had a higher number of victims in 2015 compared to 2012.
- The rate of victims (per 1000 population) was substantially higher in Peterborough and Cambridge City, compared to Cambridgeshire as a whole.
- 81% of victims were aged between 18 and 69 compared to 85% in 2012. The proportion of victims under 16 years of age has increased from 4.2% in 2012 to 6.0% in 2015.
- The percentage of victims recorded as being from a non-white-British background has decreased between 2012 and 2015: from 27.2% to 19.8%. This is more in line with the proportion in 2011. (18.6% of the population are of a non-white-British origin).
- The top five countries of origin for victims excluding the UK (which accounted for 53.2% of the total) were; Poland - 2.1%, Lithuania – 2%, Portugal – 0.7%, Latvia – 0.7% and USA – 0.5%

- 33% of all residents in Cambridgeshire and Peterborough reside in the top 12% most deprived wards in the county; this rises to 64% when solely considering Peterborough residents and 60% when solely considering Fenland residents.

Support for victims of crime living in Cambridgeshire and Peterborough

- The creation of the Victims' Hub in 2014 has provided a new insight into the data, in particular the ability for victims to contact the Hub directly without first reporting to the police allows for greater understanding of all victims' needs. At the time of writing the volume of victims accessing the Hub directly is small (131), but over time with careful monitoring this could provide further valuable insights into victims' needs.
- The Victims' Hub contacts all victims directly by writing to them to engage and offer tailored support; not all victims respond. Those victims who are identified as 'vulnerable' within an initial needs assessment (and not support by another route) will be actively contacted by the hub by phone. Some decline support, some accept support and others are sign posted to other services. A proportion of victims are supported directly by the Victims' Hub. The model is part of an integrated model of support services and allows for a holistic approach to be taken and for victims to engage as and when they feel it is needed.
- In 2015 the Victims' Hub provided support to over 4,000 victims of crime that had been initially assessed as being 'vulnerable'. This was 44% of the total number of victims that had been assessed as 'vulnerable'.
- A number of high risk victims' e.g. domestic abuse (DA) are supported outside the Victims' Hub in specialist services.
- The full profile of victims in Cambridgeshire and Peterborough is unknown due to several factors including (under-reporting, victims seeking non-criminal justice outcomes, victims accessing other services. Therefore to commission a adaptable victims' service consideration needs to be given about what is likely, how to make the process flexible and a holistic 'person' centred approach.

2. INTRODUCTION

In 2011 the Cambridgeshire Research Group was commissioned by the Cambridgeshire Police Authority to produce a Victim and Offender Needs Assessment for Cambridgeshire and Peterborough. The aim of the work to build a body of evidence of the actual needs of victims and offenders, met and unmet, rather than just demand for services. The original assessment includes numbers of known and estimated victims resident in Cambridgeshire and Peterborough and distribution across the whole force area. It also was based on quantitative data collected from a range of agencies and analysed alongside qualitative data from a series of bespoke consultation events with partners.

This is the second update commissioned which has focused on the overview of victim data. The previous update was conducted in 2013 ahead of commissioning the victims' services. This report provides not only an update on the police recorded victims comparing 2015 with 2012, but also provides an overview of a full year of data for the Constabulary led Cambridgeshire Victims' Hub. This service – commissioned by the Office for the Police and Crime Commissioner Cambridgeshire (OPCC)- carries out the referral mechanism and emotional and practical support in place of Victim Support, who were previously commissioned to provide support (see append X for service specification).

This assessment paints a picture of the numbers of victims in Cambridgeshire and Peterborough and the prevalence, put more simply the likelihood of someone becoming a victim or offender, according to existing data. It also maps (to a Lower Super Output Area¹) the distribution of victimisation and offending and considers the impact of wider socio-economic circumstances on the health and social needs of victims and offenders.

Whilst this report is intended to update the previous report and build the overall evidence base it should be noted that the data extraction methodology is slightly altered to the previous method. This is to account for changes in the way data is recorded and stored by Cambridgeshire Constabulary, in particular the need to extract 'business' victims and count each person only once to provide a unique number of victims in the time period of interest.

The previous assessments are all available on the Cambridgeshire Insight pages found here:
<http://www.cambridgeshireinsight.org.uk/community-safety/victim-offender-needs-assessment>

¹ **Lower Super Output Area** – this is a geographical area of neighbourhood size usually of about 1,500 people. Each ward may be comprised of several LSOAs.

3. KNOWN CAMBRIDGESHIRE AND PETERBOROUGH VICTIMS

This section outlines the profile of the victims that became known to Cambridgeshire Constabulary in 2015. Table 1 in this report is an update to table 2 in the original report.

There were 29,218 unique reported victims resident in Cambridgeshire and Peterborough within the Constabulary data, excluding business crimes, for the calendar year 2015.

General demography

- Overall the male/female split was approximately equal with 50% male and 46% female (in 4% of records the gender was not recorded).
- In Cambridgeshire and in Peterborough 81% of victims were in the age group 18-69 years. In Cambridge City 24.6% of victims were in the age group 16-24 years reflecting the younger age structure of this population. The proportion of older victims (70+) varies by district from 4% in Cambridge City to 8% in East Cambridgeshire.
- The rate of victims (per 1000 population) was substantially higher in Peterborough and Cambridge City, compared to Cambridgeshire and Peterborough as a whole.
- In Cambridgeshire, 75.6% of victims were white or white (other) and in Peterborough the figure is 71%. Those figures include the white other group but this group varied substantially by district with 14.3% victims in Cambridge City recorded as white (other), 13.3 % in Peterborough, 10% in Fenland and 4.6% in Huntingdonshire.

VICTIMS LIVING IN DEPRIVED AREAS

The victim data in Table 1: **Profile of people (%) linked to a crime as the victim by the Police, 2015** includes the proportional distribution of victims across areas with different levels of deprivation. For Cambridgeshire and Peterborough as a whole just over a 3rd of victims (33.1%) live in the most deprived areas and only 12% of victims living in the least deprived areas.

National crime surveys² have previously observed that the personal risk of being a victim of crime increases if someone lives in a relatively deprived area. More recent analysis of the Crime Survey for England and Wales³ showed that residents in the 20% most deprived areas, were more worried about all crime types than individuals in all other areas, *“particularly for worry about violent crime, where 18% were “very” or “fairly” worried, compared to only 7% of those in the 20% least deprived areas.”* Residents in the 20% most deprived areas were also more likely (26%) than those resident in the 20% least deprived areas (15%) to believe they would be a victim of crime in the next year.

² Crime in England and Wales 2009/10, Home Office

³ Public Perceptions of Crime, ONS, March 2015

http://webarchive.nationalarchives.gov.uk/20160105160709/http://www.ons.gov.uk/ons/dcp171776_399681.pdf

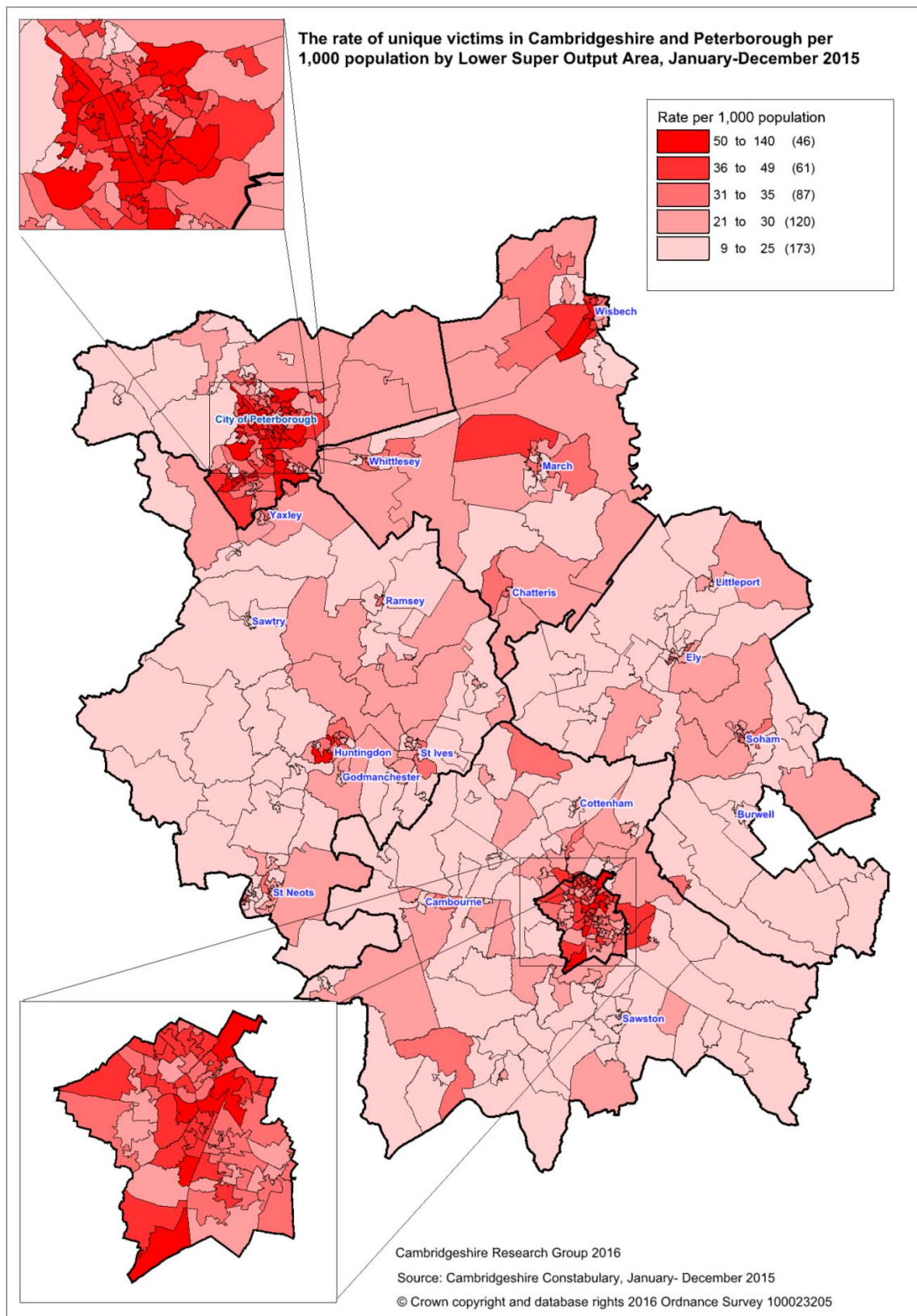
Table 1: Profile of people (%) linked to a crime as the victim by the Police, 2015

		Cambridgeshire & Peterborough	City of Cambridge	East Cambridgeshire District	Fenland District	Huntingdonshire District	South Cambridgeshire District	City of Peterborough	Cambridgeshire (excl Peterb')
Number and proportion of Victims by District		29218	5923	1819	3533	4652	3647	9644	19574
			20%	6%	12%	16%	12%	33%	67%
Gender	Female	13488	2838	795	1658	2135	1688	4374	9114
	Male	14561	2865	946	1735	2295	1812	4908	9653
	Unknown	1169	220	78	140	222	147	362	807
Age Group	Under 16	1757	232	109	220	333	191	672	1085
	16-17	853	153	46	105	146	128	275	578
	18-24	4234	1305	220	438	553	428	1290	2944
	25-29	3062	716	151	359	455	292	1089	1973
	30-39	5494	1151	308	582	792	621	2040	3454
	40-49	4737	810	303	584	788	686	1566	3171
	50-59	3303	556	241	432	581	487	1006	2297
	60-69	1997	317	162	296	348	290	584	1413
	70-79	1025	148	100	155	191	177	254	771
	80-89	466	69	39	64	91	65	138	328
	90+	90	19	7	11	13	15	25	65
	Unknown	2200	447	133	287	361	267	705	1495
Ethnicity	White: British / Irish	19096	3413	1419	2531	3483	2687	5563	13533
	White: Other White	2973	846	87	354	212	195	1279	1694
	Mixed	420	140	10	21	41	37	171	249
	Asian or Asian British*	1477	415	13	39	102	115	793	684
	Black or Black British	456	128	12	17	59	46	194	262
	Other Ethnic Group	109	52	4	3	9	15	26	83
	Declined / Third Party Report / Did not understand	278	64	13	27	34	40	100	178
	Gypsy / Roma / Traveller	67	4	5	10	6	9	33	34
	Unknown	4342	861	256	531	706	503	1485	2857
	Quintile 1 (Most Deprived)	9678	819	72	2104	526	0	6157	3521
Deprivation	Quintile 2	6156	1476	562	862	1076	249	1931	4225
	Quintile 3	5430	1573	545	523	1050	1030	709	4721
	Quintile 4	4451	1297	338	44	1193	978	601	3850
	Quintile 5 (Least Deprived)	3503	758	302	0	807	1390	246	3257

*Note Chinese was previously within the Chinese & Other Ethnic Group category, but the recent Census has put Chinese as a sub category of Asian, which is where it has been grouped in the figures above.

As was previously reported in the both the first Victim and Offender Needs Assessment 2012 and the 2013 update, there are several factors that increase the likelihood of being a victim. This translates into an uneven distribution of victims across the force area. The map in figure 1 shows the rate of victimisation by lower super output area (LSOA) with darker areas recording more victims (known to the police).

Figure 1: Map showing the rate of unique victims in Cambridgeshire and Peterborough per 1,000 population by Lower Super Output Area (LSOA) January-December 2015



4. CRIME EXPERIENCED IN 2015

The police recorded crime and victims' data for 2015 was further analysed to provide an overview of the types of crime experience by victims in Cambridgeshire and Peterborough in 2015. The table below highlights the breakdown of crime type by Home Office main code and gender. The data shows that:

- Sexual violence recorded a higher proportion of female victims than males (89% compared to 11%)
- Males accounted for a higher proportion of victims for vehicle offences and burglary (63% compared to 31%)
- Violence against the person was recorded an even split between male and female victims.

Table 2: Breakdown of gender by Home office crime type for Victims recorded in 2015⁴

Crime Type - Home Office Main Code	Female		Male		Unknown		Total
	Count	%	Count	%	Count	%	
Burglary	1,887	43%	2,358	54%	149	3%	4,394
Sexual offences	1,497	89%	181	11%	4	0%	1,682
Theft and handling	3,414	45%	3,883	51%	339	4%	7,636
Violence against the person	4,227	50%	4,243	50%	9	0%	8,479
Vehicle Offences	997	31%	2,015	63%	183	6%	3,195

VULNERABILITY MARKERS

Within the police data recording officers have the option of adding 'markers' to crime and victim data that provides additional information relating to a individuals vulnerability of context for the crime. The table below provides the number of unique victims where a crime they were linked to had one of a selection of markers applied. For the purposes of this report data on six markers has been extracted.

Table 3: Number of unique victims where markers have been applied, police recorded data 2015

Marker	Number of unique victims
Child Abuse	782
Child Sexual Exploitation	105
Domestic abuse	3,671
Hate crime	229
Online crime	189
Safeguarding of vulnerable adults	234

Markers such as online crime and child sexual abuse are relatively new and no conclusions can be drawn from the data. It is provided as an indication on the use in 2015.

⁴ Totals by gender do not add up to total as victims may have been the victim of more than one crime in a year, however within each crime type the count is unique victims. i.e. if you have been burgled

5. SUPPORT FOR VICTIMS

Since the last Victim Offender update was produced the Cambridgeshire Office of the Police and Crime Commissioner has re-commissioned the victims service locally. The delivery is now through the Victims' Hub. The move is best described within the Cambridgeshire Police and Crime Commissioner's Annual Report 2014-15.

The move from national to local commissioning of victim support services has enabled the police and Crime Commissioner to not only integrate the provision of services, but also to enhance them. Cambridgeshire was chosen as an 'early adopter', taking on the responsibility for victim support services in October 2014, ahead of the rest of the country. The decision was taken to opt out of national Victim Support services and a police-led local Victims' Hub was created. This is staffed by local people who understand local crime trends and the local support services available.

Source: Cambridgeshire Police and Crime Commissioner's Annual Report 2014-15

All victims of crime are contacted and offered support from the Victims' Hub, regardless of what crime they were a victim of. This approach is designed to treat every victim as an individual and assess their potential vulnerability on their unique circumstances and moves from a crime based approach to a needs approach. A range of services are offered, commissioned or sign-posted to victims via the Victims' Hub.

DELIVERY OF SUPPORT

Support for victims in Cambridgeshire and Peterborough is delivered within the context of the Victim's Code⁵. The Victims' Code sets out the services victims can expect from criminal justice agencies when they report a crime. This includes the police conducting an initial victim needs assessment (IVNA) that asks questions to establish what help and support victims might need. This assessment is not designed to be a set of questions asked of the victim, but an aide memoire to ensure staff can use the information gathered from victims in a way that will enable them to judge whether a referral to the Victims' Hub is appropriate or not. It is carried out at the time the crime is recorded by the individual taking the report. Consent is not needed as the service is delivered in house by the constabulary, meaning there is a greater opportunity to engage with victims.

The initial needs assessment for Cambridgeshire asks some key questions around the victim and is not crime specific; a victim is considered to be possibly vulnerable regardless of the offence. Victims that are classified as being within one of the three priority groups are automatically classed as needing extra support and referred as appropriate.

⁵ <https://www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime>

Figure 2: Questions asked during the initial victim needs assessment⁶.



Adapted from Cambridgeshire Police, IVNA Form

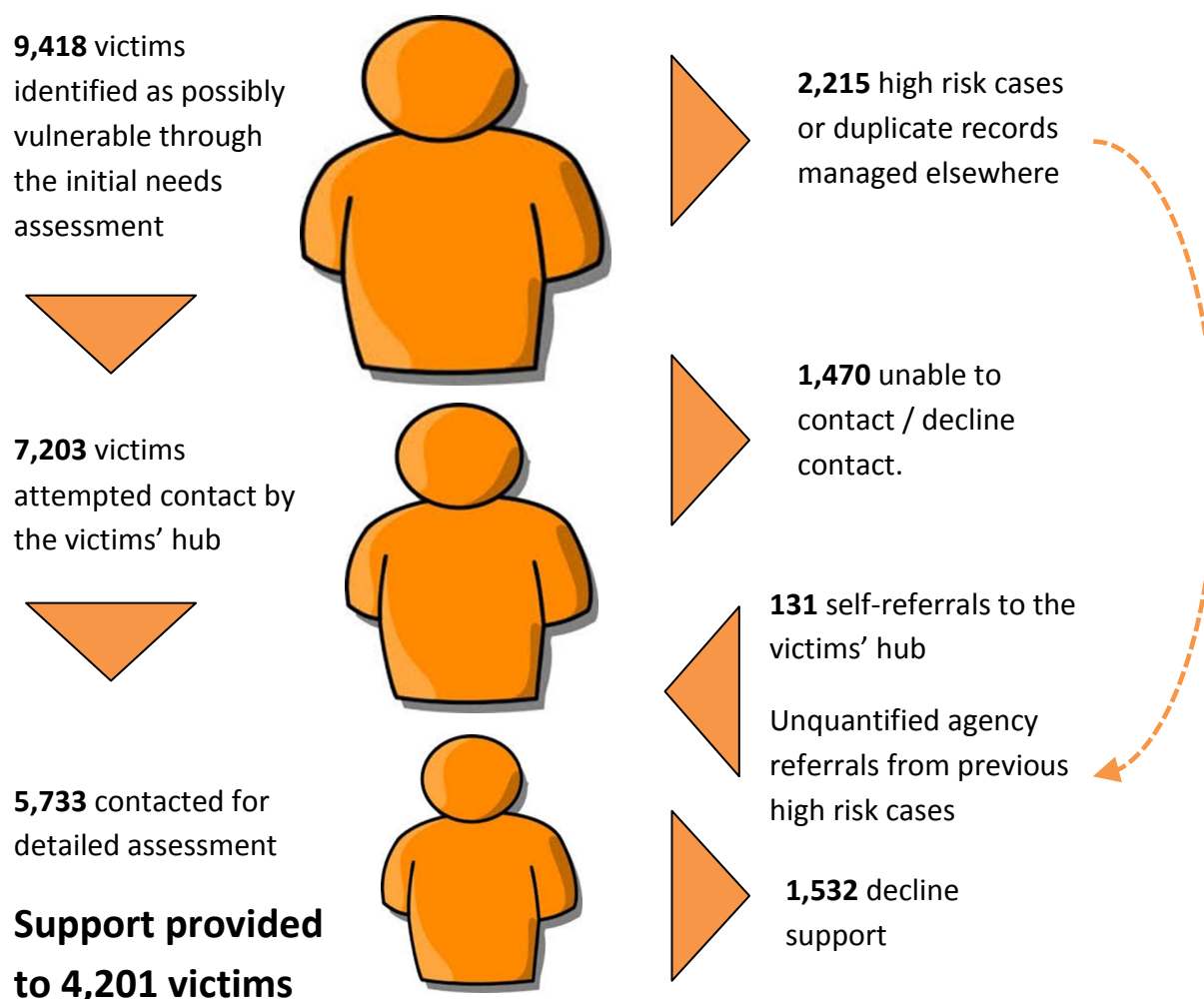
All victims will receive a letter from the Cambridgeshire Constabulary managed Victims' Hub, which introduces the service, including the Restorative Justice Service. Those victims that are identified as possibly vulnerable are (in the main) referred to the Victims' Hub for further contact and support (some victims may be supported within other multi-agency arrangements e.g. for victims of domestic violence, child sexual exploitation or are initially supported within on-going investigations). The Hub will attempt to contact them by phone on three separate occasions, resorting to a letter outlining the support available to them if they can't get hold of them.

A Victims' Hub 'Victim Care Co-ordinator', will then be the first point of contact attempting to contact each victim by phone and letter in order to carry out a detailed victim needs assessment (DVNA) to identify if they have further needs that require support. After carrying out the detailed needs assessment they will develop a bespoke recovery plan with the victim that identifies the specific needs they have based on their personal situation and circumstances. Depending on an individual's needs this could include organising support from the Victims' Hub Community Volunteer and help accessing other external organisations.

The performance data for the Victims' Hub for the period 1st Jan 2015 to 31st December 2015 (a full calendar year is summarised overleaf).

⁶ DASH score. Included if relevant to the victim, Domestic Abuse, Stalking and Harassment (DASH) risk score. Serious crimes within the assessment are Domestic Violence, Hate Crime, Terrorism, Sexual Offences, Human Trafficking, Attempted Murder, Kidnap, False Imprisonment, Arson with intent to endanger life, Wounding or causing Grievous Bodily Harm with Intent.

Figure 3: Flow of victims through the Victims' Hub



Adapted from Cambridgeshire Police, Victims' Hub Performance Data, Jan to Dec 2015

The Cambridgeshire Multi-Agency Safeguarding Hub (MASH) will manage a significant number of the 'high risk' victims identified through the initial victim needs assessment (IVNA). These will include high risk cases for domestic violence as well as the safeguarding of vulnerable adults, children and missing Persons (risk for Domestic Violence cases is assessed through a separate risk assessment process). The Victims' Hub offers emotional and practical support to 'standard/medium risk' domestic abuse victims (in partnership with other agencies where appropriate). Where there are specific needs that can be met by voluntary services (e.g. Women's Aid) then they will refer, or victims will be separately signposted (depending on the circumstances) to more specialist services⁷.

Once the victims are contacted and accept support they undergo a detailed victim needs assessment (DVNA). This is carried out as a structured conversation with a Victim Support Co-ordinator. Due to the nature of the contact this does not immediately yield quantitative data that could be used within this research. A random 'dip sample' of cases, with each of those selected being read in detail, would need to be carried out in order to get a full research understanding of the needs arising from the client group. Figure 4 shows the questions asked as part of the DVNA.

⁷ http://www.cambsdasv.org.uk/website/next_steps/90479

Figure 4: Questions asked during the detailed victim needs assessment⁸.



Adapted from Cambridgeshire Police, DVNA Form

Anecdotally, many victims find the process of going through the detailed assessment a support in itself. At the conclusion of the assessment the victim and the Victim Care Co-ordinator will complete a bespoke recovery plan. This could include the victim making a self-referral to additional supporting services **or**, with their agreement, being directly referred from the Victims' Hub to another service. The Victims' Hub has identified that there is the demand for specific needs that can be directly supported through hosting a specialist **mental health** nurse within the service (CPN) who can pick up on the immediate needs of victims. The Victims' Hub also has access to support Co-ordinators with specialisms of working with **young people** and exploited **migrant workers**. Victim Care Co-ordinators will follow-up with the victim at a later date to check on them and on the points in the recovery plan.

ADDITIONAL COMMISSIONED SUPPORT

Through funding provided by the Office for the Police and Crime Commissioner (OPCC) additional services have been commissioned / resourced to support both the direct referral of victims on from the Victims' Hub and self-referral by victims themselves⁹.

- Victims of Sexual Violence
Based on reporting for the period October 2014 to March 2015 Cambridge and Peterborough Rape Crisis (two separate branches) supported 25 victims through peer support groups. Their telephone support lines also supported a combined total of 1,003 victims.

⁸ DASH score. Included if relevant to the victim, Domestic Abuse, Stalking and Harassment (DASH) risk score. Serious crimes within the assessment are Domestic Violence, Hate Crime, Terrorism, Sexual Offences, Human Trafficking, Attempted Murder, Kidnap, False Imprisonment, Arson with intent to endanger life, Wounding or causing Grievous Bodily Harm with Intent.

⁹ Information based on returns from service providers to the Cambridgeshire Office of the Police Crime Commissioner

In addition over a sixth month period, 32 victims of sexual violence were supported by the Children and Young People's Independent Sexual Violence Advocacy (ISVA) worker based at Women's Aid in Peterborough. Further support was also provided by an ISVA based in Cambridgeshire and a family counsellor based at the Sexual Assault Referral Centre (SARC).

- **Security Improvements (not funded by OPPC)**
The Bobby Scheme supports victims by providing additional security to dwellings for example window locks, improved door locks and spy-holes. For the performance reporting period April – Sept 2015 the scheme provided support for 286 people aged over 60, 176 victims of domestic abuse (with 271 children living in those households) and 219 other vulnerable victims.
- **Mental Health Support**
The number of victims supported by the Mental Health Pathfinders, Cambridgeshire and Peterborough NHS Foundation Trust (March 2015 – Oct 2015) was 171. All of these victims were screened for mental health issues, working directly with mental health professionals with 26 (15%) accessing further primary care for mental health and 24 (14%) accessing further secondary mental health services in the community.
- **Other support**
 - Between Jan 2014 and March 2015, 67 younger victims of domestic violence were supported by Young People Domestic Violence Advisor from the Multi-Agency Referral Unit (MARU).
 - 71 victims were also supported by a Migrant Support Worker, from the Ferry Project (April 2015 – Sept 2015). These victims were from 5 different European countries (most commonly Lithuania) and the range of support included resolving impact of crime on individuals with 11 from the Wisbech area requiring rehousing.

6. THE WIDER VICTIM POPULATION

Since 1995 the level of crime in England and Wales has fallen¹⁰. An individual's likelihood of being a victim has fallen with the fall in crime, however being a victim is still a reality for a large number of people. The relationship between police recorded crime and victimisation is not straight forward. There are some categories of recorded crime where there is no direct victim, for instance public order offences or illegal-drug possession. There are also a substantial number of crimes committed against businesses which may be recorded by the police, but not measured within surveys of victim-based offences such as the Crime Survey for England and Wales.

Figure 5 below attempts to describe the potential scale of victimisation in Cambridgeshire and Peterborough. The large circle is a synthetic estimate based on the reporting rate for the Crime Survey for England and Wales 2015. It indicates that including minor offences that there could be 128,000 victims of crime. However national research has shown that of the total number of people who perceive they have been a victim, approximately 42%¹¹ of them would report this to the police. There are numerous reasons that victims do not report to the police (see under-reporting of crime

¹⁰ Crime in England & Wales, (year ending September 2012)

¹¹ Crime in England & Wales, 2013

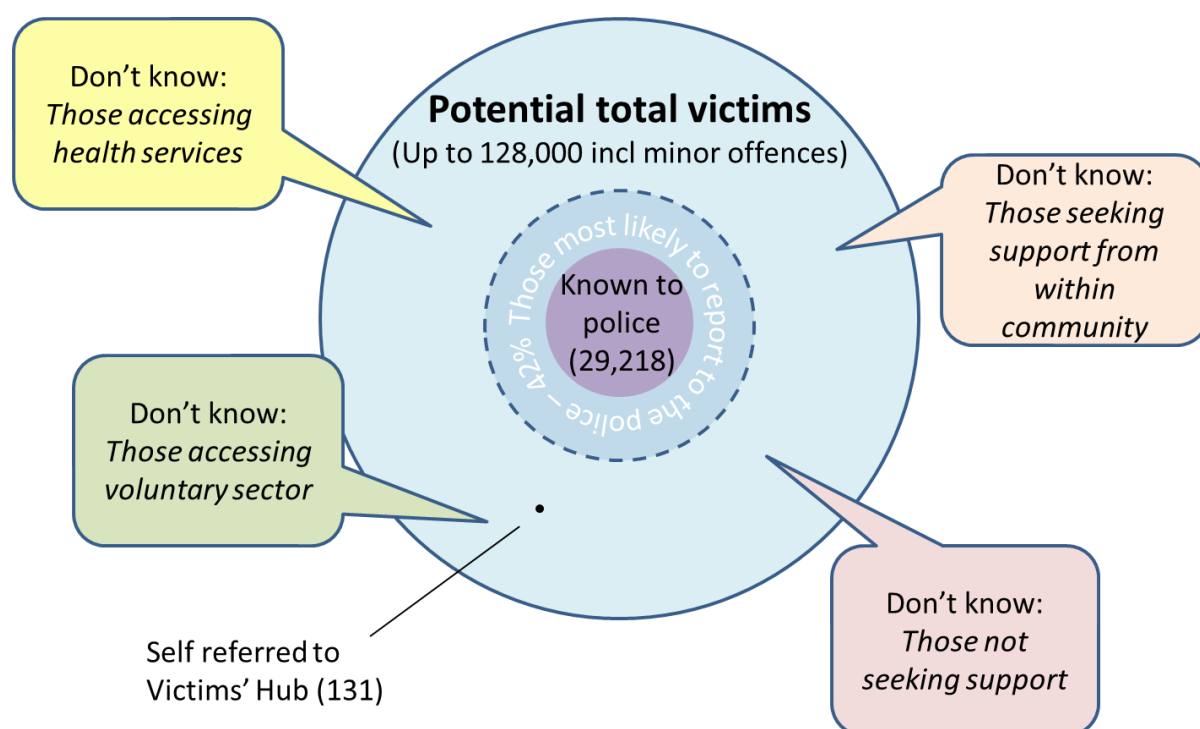
report) including not realising they were a victim, believing that it is too trivial and not requiring further support¹².

The dotted circle is the estimated volume of victims within the general population likely to report being a victim to the police and the purple circle at the centre is actual number of victims known to Cambridgeshire Constabulary. This indicates the potential level of under-reporting of victimisation currently in Cambridgeshire and Peterborough.

The creation of the Victims' Hub with the mechanism for self-reporting will increase the opportunities for victims to receive support in the way that is most appropriate for them. On Figure 5 this is indicated by the black circle. The diagram shows that at present the volume of unique victims directly accessing the Victims' Hub is currently low compared to the total volume. However there are other routes for victims to access other appropriate services. At the time of writing data was not available to us to understand these groups of victims.

Further there are some victims that are not seeking a criminal justice outcome and that are therefore unlikely to engage with criminal justice agencies.

Figure 5: The potential scale of victimisation in Cambridgeshire and Peterborough



¹² Under Reporting of Crime for Cambridgeshire and Peterborough, Cambridgeshire Research Group 2014
<http://www.cambridgeshireinsight.org.uk/community-safety/victim-offender-needs-assessment>

APPENDIX 1: SUPPLEMENTARY DATA

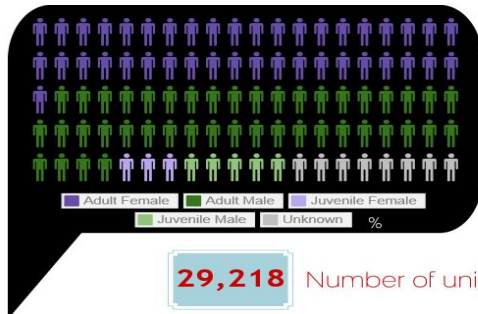
Table 4: Profile of people (count) linked to a crime as the victim by the Police, 2015

		Cambridgeshire & Peterborough	City of Cambridge	East Cambridgeshire District	Fenland District	Huntingdonshire District	South Cambridgeshire District	City of Peterborough	Cambridgeshire (excl Peterb')
Number of Victims by District		29218	5923	1819	3533	4652	3647	9644	19574
Gender	Female	13488	2838	795	1658	2135	1688	4374	9114
	Male	14561	2865	946	1735	2295	1812	4908	9653
	Unknown	1169	220	78	140	222	147	362	807
Age Group	Under 16	1757	232	109	220	333	191	672	1085
	16-17	853	153	46	105	146	128	275	578
	18-24	4234	1305	220	438	553	428	1290	2944
	25-29	3062	716	151	359	455	292	1089	1973
	30-39	5494	1151	308	582	792	621	2040	3454
	40-49	4737	810	303	584	788	686	1566	3171
	50-59	3303	556	241	432	581	487	1006	2297
	60-69	1997	317	162	296	348	290	584	1413
	70-79	1025	148	100	155	191	177	254	771
	80-89	466	69	39	64	91	65	138	328
	90+	90	19	7	11	13	15	25	65
	Unknown	2200	447	133	287	361	267	705	1495
Ethnicity	White: British / Irish	19096	3413	1419	2531	3483	2687	5563	13533
	White: Other White	2973	846	87	354	212	195	1279	1694
	Mixed	420	140	10	21	41	37	171	249
	Asian or Asian British*	1477	415	13	39	102	115	793	684
	Black or Black British	456	128	12	17	59	46	194	262
	Other Ethnic Group	109	52	4	3	9	15	26	83
	Declined / Third Party Report / Did not understand	278	64	13	27	34	40	100	178
	Gypsy / Roma / Traveller	67	4	5	10	6	9	33	34
	Unknown	4342	861	256	531	706	503	1485	2857
Deprivation	Quintile 1 (Most Deprived)	9678	819	72	2104	526	0	6157	3521
	Quintile 2	6156	1476	562	862	1076	249	1931	4225
	Quintile 3	5430	1573	545	523	1050	1030	709	4721
	Quintile 4	4451	1297	338	44	1193	978	601	3850
	Quintile 5 (Least Deprived)	3503	758	302	0	807	1390	246	3257

*Note Chinese was previously within the Chinese & Other Ethnic Group category, but the recent Census has put Chinese as a sub category of Asian, which is where it has been grouped in the figures above.

Figure 6: Infographic - Victim Profile Cambridgeshire & Peterborough 2015

Police Recorded Victim Profile Cambridgeshire & Peterborough 2015



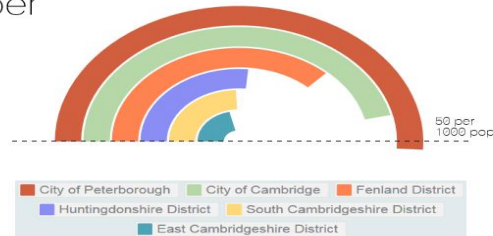
Identity of Victims

Total number of unique victims that are a resident of Cambridgeshire and Peterborough recorded by Cambridgeshire Constabulary in 2015

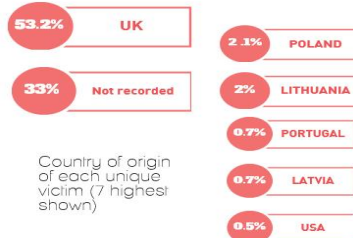
29,218 Number of unique victims

Victim rate per 1000 population

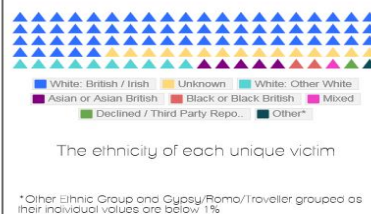
Resident location of victims by local authority area



Country of Origin



Ethnicity



Number of Unique Victims Against Police Recorded Crimes



Note: not all crime types are detailed within this graph

Sources:
Data provided by Cambridgeshire Constabulary

Notes:
This profile is produced based on victims recorded by Cambridgeshire police in 2015, irrespective of the year or location of in which the offence took place.



Designed by: Cambridgeshire Research Group
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APPENDIX 2: VICTIMS' HUB – SERVICE SPECIFICATION

Purpose of the funding

The purpose of this funding is to enable the Constabulary to deliver the following service specification for the operation of the Victims' Hub.

1. Aims and Objectives of Service "Victims' Hub"

The Victims' Hub will co-ordinate the provision of emotional and practical support to victims of crime who live in Cambridgeshire to help them cope with the immediate impacts of crime and, as far as possible, recover from the harm they have experienced.

This will include the referral of victims, where a need is identified to a suitable victim support service and the provision of such support by staff within the service.

Systems and processes in place by which victims who report crime in a PCC area but who reside in a different PCC area can have their personal data transferred to the support arrangements in place in their area of residence to enable emotional and practical support to be offered

The Victims' Hub service will be:

- free of charge
- easily accessible through a freephone number and email address
- confidential;
- non-discriminatory (including being available to all regardless of residence status, nationality or citizenship)
- provide support to victims, where possible, in their first language
- available whether or not a crime has been reported to the police
- available before, during and for an appropriate time after any investigation or criminal proceedings
- widely publicised in a variety of media and locations – to include an online directory of services with which the Victims' Hub works, information on the Code of Practice for Victims of Crime and a victim's entitlements and the criminal justice journey and what victims can expect. This information will be ideally located on a website standalone from the main Constabulary website.
- delivered in a way that continually seeks efficiency and best value for money.

It must also comply with requirements under the Data Protection Act when dealing with personal data and sensitive personal data and have a clear and transparent complaints policy.

The definition of victim also covers family members (spouse/cohabiting partner, parents and children, siblings and dependants) of a deceased victim who suffered harm because the person's death was directly caused by a criminal offence. This is in-line with Article 2 of the EU Directive.

The Victims' Hub service will be extended to guardians and carers of victims of crime, who are under 18 or vulnerable adults, where this support will play a part in enabling the victim's recovery. This is in-line with the agreed Strategic Vision of Support for Victims in Cambridgeshire.

2. Description of services to be provided

In order for the Victims' Hub to meet this specification the Constabulary must:

- assess a victim's needs at the point they report their crime through a mandatory Initial Victim Needs Assessment (IVNA);
- identify victims who are entitled to an enhanced service, particularly those who are victims of a serious crime, who are vulnerable, intimidated or persistently targeted to include individuals who have needs as a consequence of crime against a business;
- use this assessment to support their professional judgement as to whether the victim needs support and whether they are entitled to an enhanced service in line with the Code of Practice for Victims 2013;
- use the appropriate markers on the crime system to enable the Victims' Hub to identify which victims to proactively contact; and
- carry out a Detailed Victim Needs Assessment for victims of high risk domestic violence, serious sexual offences, child and adult abuse within the Public Protection Department retaining responsibility for co-ordinating support from specialist services and maintaining an up to date needs assessment.

This will enable the Victims' Hub to:

- contact every single victim of crime by letter or email to highlight the services available within the Victims' Hub – to include Restorative Justice;
- contact all victims of crime entitled to an enhanced service or who have been identified through the IVNA as benefiting from support and undertake a Detailed Victim Needs Assessment;
- make reasonable attempts to contact a victim – specifically three attempts at differing times and days; with a follow up letter if contact is not established;
- agree a Recovery Plan, which is tailored to the individual not the crime type, with the victims which they successfully contact which could include:
 - ✓ Emotional and practical phone-based support from a Victim Care Co-ordinator
 - ✓ Emotional and practical face-to-face support from a Victims' Hub Community Support Volunteer

- ✓ A referral/supported signposting to an existing suitable specialist victim support service provider (to include those commissioned/ not commissioned by the PCC locally and nationally) in accordance with the victim's needs.
 - ✓ Provide information about, and referral where appropriate to the Restorative Justice service.
 - ✓ Supportive signposting to community services, groups or networks who can provide longer term practical or emotional support to support victims to recover and move on.
- Maintain details of all contact with victims on a standalone Case Management System.
 - Carry proportionate victim satisfaction surveys to provide qualitative feedback to the service provided.
 - Continue to review the service provided by the Victims' Hub in response to 'service user' feedback – this should include ways victims can contact the Hub and the extension of the service to vulnerable and intimidated or persistently targeted victims of incidents of anti-social behaviour.

Interoperability

Systems and processes must be put in place by which victims who report crime in another PCC area but who reside in Cambridgeshire can have their personal data transferred to the Victims' Hub.

The Victims' Hub will need to maintain the necessary information sharing protocols, in particular with Action Fraud the British Transport Police and other area Victim Referral Services, to achieve this in which comply with the Data Protection Act 1998.

Staffing

The Victims' Hub will maintain staffing levels which enables it to deliver the above service specification within opening hours which show a clear balance between demand and resources, within the funding envelope.

Continual professional development will enable areas of expertise to be identified for Victim Care Co-ordinators. This will professionalise the support offered from within the service.#

Volunteer provision

The Victims' Hub will maintain a minimum of 15 volunteers who are representative of the community of Cambridgeshire, with a range of language and cultural knowledge, to provide face to face support to victims across the county. Volunteers will be asked to provide a minimum of four hours a week and will be provided with ongoing training, development and support. All new volunteers will be recruited, trained, and accredited in-house by Hub staff.

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About the Cambridgeshire Research Group

The Cambridgeshire Research Group is the central research and information section of Cambridgeshire County Council. We use a variety of information about the people and economy of Cambridgeshire to help plan services for the county. The Cambridgeshire Research Group also supports a range of other partner agencies and partnerships.

Subjects covered by the Research and Performance Team include:

- Consultations and Surveys
- Crime and Community Safety
- Current Staff Consultations
- Data Visualisation
- Economy and The Labour Market
- Health
- Housing
- Mapping and Geographic Information Systems (GIS)
- Population
- Pupil Forecasting