

**OFFICE OF THE POLICE AND CRIME COMMISSIONER FOR ESSEX  
VICTIM SERVICES COMMISSIONING INTENTIONS**

**PROFILE OF VICTIMS' NEEDS AND SERVICES IN ESSEX, SOUTHEND & THURROCK**

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## 1) Executive Summary

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This profile forms an underpinning part of the wider Victims' Services Commissioning Strategy for Essex, articulated through our [Commissioning Intentions](#) document.<sup>1</sup> It sets out the current position in terms of the extent of known and potential need for victims' services in Essex, outlines current approaches and provision, and starts to map the picture of how well needs are currently met across the whole county, as a basis for commissioning responsive and effective victims' services.

The profile has been compiled through desktop research; analysis of national, Essex Police and other data; discussions with those responsible for supporting the victim journey; and structured interviews and ongoing discussion with specialist victim service providers, initially with members of the Victim Forum and providers of sexual violence and domestic abuse services in Essex. It will be supplemented by a piece of work being done to capture the experiences of victims themselves, the 'Essex Victims' Perspectives' survey, views of young victims of crime and other research and focussed discussion as required.

Our principles for commissioning services are outlined in the Commissioning Intentions document: above all victims' perspectives will be at the heart of decisions made about what services to commission and how they will be provided. We will be working with other commissioning organisations to build sustainable and effective services in Essex for victims of crime.

### 1.1 Background

From October 2014, Police and Crime Commissioners (PCCs) will take responsibility for commissioning many of the local support services for victims. They will also be responsible for commissioning some Restorative Justice Services.

From April 2015 PCCs will also be responsible for commissioning victims' referral services. These are currently contracted to Victim Support through a national Ministry of Justice (MoJ) grant.<sup>2</sup>

A small number of high impact specialist services will still be commissioned nationally by the MoJ: rape support centres (until March 2016), services for victims of trafficking and a national homicide service. In addition, the MoJ will commission the court based Witness Service, with plans to centrally commission some national telephone helplines and domestic violence and sexual violence services, including a Male Rape Support Fund.

Victims' service providers are expected to deliver against two primary outcomes as set out in the Government strategy for victims' services.<sup>3</sup>

*Helping victims first to **cope** with the impact of crime and subsequently to **recover** from the harm they have experienced*

These outcomes will form the basis of an Outcome Framework for Essex, which is being developed locally to support the PCC's Victims' Services Commissioning Strategy, including decisions about which services to fund and the gathering of evidence about effectiveness.

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<sup>1</sup> Due to be published at the beginning of July 2014 for consultation until the end of September 2014

<sup>2</sup> Some PCCs are 'early adopters' and will take over commissioning of victim referral services from October 2014

<sup>3</sup> Getting it right for victims and witnesses: the Government response, July 2012 (Ministry of Justice)

The Code of Practice for Victims of Crime<sup>4</sup> came into force in December 2013, and sets out what victims can expect from each of the statutory services. This relates primarily to those who have reported to the Police and are going through the Criminal Justice System, although can also be used for those victims who may choose not to report to the police.

Under the Code, enhanced entitlements for services are available as a right from Criminal Justice agencies for victims of the most serious crime, persistently targeted victims and vulnerable or intimidated victims, from the perspective of supporting those who have reported to the Police. The EU Victims Directive<sup>5</sup> provides for minimum standards of general and specialist services from November 2015, regardless of whether the victim has reported to police.

An Essex PCC Conference for all those interested in local commissioning of victims' services was held in March 2014. The feedback from that session has been used to inform this document. A summary of the Stakeholder Mapping Exercise done at the Conference is also appended (Annex A). This exercise captured information about which specialist services already exist in the county, and who was most likely to become a victim of crime using the enhanced categories from the Victim Code as a guide. Annex B summarises a developing list of the main victim service providers for Essex.

## **1.2 Victims' Voice**

Putting victims at the heart of our developing services is a key principle. Further research about victims' perceptions, including those of young victims of crime, has been commissioned to help ensure that their views are captured and understood.

Workshops on 'victim-centred service design' were held at the Victim Conference in March, with a victim sharing their experience by way of a case study.

The key points emerging from those sessions were:

- *Understand that victims are not familiar with criminal justice language and process*
- *Services to remain open to victims rather than ending abruptly at the 'end' of the process*
- *Recognise that one size does not fit all – treat victims as individuals*

A victim's primary needs were considered to be:

- *Be understood and believed*
- *Receive a quick response (where reported to the Police)*
- *Understand the impact on the person*
- *Be kept informed of activity/progress*
- *Feeling safe and supported to get back to normal*
- *Having someone to trust*
- *Having the ability to say 'it's not working'*

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<sup>4</sup> Code of Practice for Victims of Crime, October 2013 (Ministry of Justice).

The Code defines a victim as:

- A person who has suffered harm, including physical, mental or emotional harm or economic loss which was directly caused by criminal conduct;
- A close relative of a person whose death was directly caused by criminal conduct

<sup>5</sup> Directive establishing minimum standards on the rights, support and protection of victims of crime (Directive 2012/29/EU)

### **1.3 Emerging themes and recommendations**

This profile highlights a number of key issues, including:

- the extent of under-reporting by victims of crime
- for sexual violence and domestic abuse services:
  - levels of under provision geographically and for specific types of need
  - some systemic concerns where current processes and configuration of services can lead to confusion and duplication for victims and those providing services
- opportunities to improve access to and build services in less well developed areas, e.g., victims of hate crime, young victims of crime
- fragmented and fragile arrangements for funding key specialist services

These issues are outlined below, with more detail in the relevant section in the body of the report. A number of recommendations are emerging, which will be addressed as part of the decisions made on commissioning and in ongoing work with partners to support victims of crime.

Recommendations have also been made in relation to Essex Police's response to the Victim Code, and there are some general issues arising about the need to improve the quality of data recorded about provision of victims' services in Essex.

#### **1.3.1 Under-reporting of crime**

Nationally 18.7% of adults say that they have been a victim of crime during the last twelve months,<sup>6</sup> which equates to 261,379 victims when this percentage is applied to the Essex adult population. Only 40% of those responding had reported to the Police. The Essex Police Victim Profile includes almost 70,000 victims of notifiable crime, including young people. Whilst these data sources are counting slightly different things, the information indicates a significant gap between the incidence of crime and the reporting and recording of crime.

The seriousness and impact of the crime is important in terms of an individual's ability to 'cope and recover'. The highest rates of reporting relate to theft of vehicles and burglary, probably linked to insurance claims. Victims of sexual violence are less likely to tell the Police: only 15% of female victims of the most serious offences had told the Police. For victims of domestic abuse, 21% of victims had reported to the Police, with female victims more likely to tell someone or report than male victims.

Reporting of commercial crime incidents vary from online crime (11%) to theft of vehicles (100%), again likely to be linked to insurance requirements.

#### **Recommendation 1: (see Section 3)**

- Self-referral to victims' services should be encouraged, with appropriate services to help 'cope and recover' available regardless of whether the victim has reported to the Police. Promoting direct self-referral is one of the core commissioning principles included in our Commissioning Intentions document, alongside building confidence to report crime to the Police and others. The design and promotion of the *Essex Victim Portal*<sup>7</sup> can help reinforce key messages.

<sup>6</sup> Crime in England and Wales, year ending March 2013: Annual Trend and Demographic Tables (July 2013)

<sup>7</sup> A website being developed for victims of crime, their families and friends, to signpost them to a range of local and other services relevant to their personal situations

### 1.3.2 Services to victims of sexual violence and domestic abuse

We recognise that services for victims of sexual violence and domestic abuse are two distinct crimes and commissioning strands, and have looked at them separately and in some depth. There are some similarities in the issues and areas for development however, so for the purposes of this summary they have been grouped together:

*Geographical gaps* - the most significant gap is the lack of services for victims of sexual violence living in West Essex. The report recommends that this gap should be addressed urgently.

*Children and young people* – counselling and other services should be enhanced for young victims of sexual violence and domestic abuse, ensuring a minimum standard of provision. This should build on national best practice and link closely with existing children and young people's service provision across the county. There are also significant opportunities to strengthen prevention, including raising awareness about healthy relationships in schools.

*Rising demand and additional vulnerabilities* - other concerns are how services can respond to increasing demand arising from greater promotion of services and better early identification of risk, and the resulting pressures on already pushed counselling services in particular. Victims with additional vulnerabilities are adding to these pressures, including increasing numbers of older people and adults with disabilities.

The relatively low level of support for those not at high risk is also a concern, and providers say that more emphasis is needed on providing ongoing support to families on the ground.

The creation and development of the specialist ISVA (Independent Sexual Violence Adviser) and IDVA (Independent Domestic Violence Advocate) roles<sup>8</sup> over the past few years has led to a number of issues, including:

- some concerns that the ISVA and IDVA services may have moved away from their original intended specialist focus;
- concerns that there has been an under investment in 'wraparound' and outreach community services;
- some confusion as to which agencies are delivering which services;
- lack of clarity about 'pathways' to enable victims to access a wider range of ongoing support services.

Relationships with other agencies could be improved in terms of understanding, and increased and more consistent referrals to services. Raising awareness and understanding for practitioners of the nature of domestic abuse in particular, its impact and the importance of a victim being ready to address is a possible response, with providers keen to offer this.

Feedback from victims themselves, and from the service providers who support them, paints a picture of a complicated criminal justice system that is difficult to navigate, with duplication of services along the way. They feel that the current Criminal Justice System does not put the victim at the centre of the process.

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<sup>8</sup> ISVAs and IDVAs were intended to provide support for high risk victims of sexual violence and domestic abuse going through the Court process

**Recommendations 2a-c:** (see Section 4.1)

- The level and nature of ISVA provision in Essex, and associated pathways to specialist 'wraparound' services, to be reviewed as part of the re-tendering of the SARC (Sexual Assault Referral Centre) contract with NHS England and partners
- The OPCC to continue to convene discussions with other agencies responsible for commissioning services across Essex to review levels of 'wrap around' provision to victims of sexual violence in the county, and in particular services for children and young people, and seek to establish more sustainable funding arrangements for these services
- The gap in provision of services to victims of sexual violence in West Essex to be addressed as a matter of urgency through the victims commissioning strategy

**Recommendations 3a-c:** (see Section 4.2)

- The role of the IDVA to be more clearly defined, including arrangements for referrals to their services and when it is appropriate to refer on and who to - this will help determine levels of outreach services needed. This can be addressed through the new IDVA commissioning specification.
- The OPCC to convene discussions with other organisations with a responsibility for commissioning services to victims of domestic abuse in Essex to review levels of Refuge and outreach provision, including for services for children and young people and adults with additional vulnerabilities
- Further work should be done to raise awareness of the nature of domestic abuse with partners and streamline the process for victims being supported through the Criminal Justice System

Male victims of sexual violence and domestic abuse are not currently well served, which is a national issue and not unique to Essex. There is clearly work to be done in partnership with victims themselves, agencies and other commissioners to consider how best to provide these services locally.

**Recommendation 4:** (see Section 4.1 and 4.2)

- The OPCC to work with other commissioners and service providers to consider how best to provide services for male victims of sexual violence, domestic abuse and other serious crime

### 1.3.3 Other specialist victim groups

Recommendations have been made for developing services to victims of hate crime and young victims of crime only at this stage. Further work is needed to understand the needs of these and other specialist victim groups in Essex, with the underpinning sections providing only a brief collection of contextual and local information. It is proposed to canvas interest in developing our local knowledge in some of these areas as part of the consultation on our Commissioning Intentions.

**Hate Crime** - Work is underway locally to raise awareness and reporting of hate crime, which can continue to be built on. There appear to be a variety of routes into reporting, which is positive in terms of encouraging people to report and seek help through the means most suitable to them, but could also lead to confusion and lack of clarity about the full picture of need, and variable responses in terms of support.

**Recommendations 5a-c:** (see Section 5.2)

- Continue to work with the Strategic Hate Crime Prevention Partnership to identify opportunities for improving services to victims of hate crime
- Consider opportunities for links to Restorative Justice responses
- Confirm and promote preferred routes for reporting hate crime and accessing support services in Essex; ensure able to draw on data about local needs

**Young victims of crime** – improving engagement with young people is a key area for the PCC, and work is already underway to develop effective approaches. Further research has been commissioned into the perceptions of young people to inform commissioning of victim services, how young people view victimisation, what their needs are and what type of support would help

**Recommendation 6:** (see Section 5.4)

- The perspectives and needs of young people of all ages to be taken into account in designing services to support victims of crime, using learning from the ‘Young Victim of Crime Perspectives’ project, for example the ‘Essex Victim Portal’ to include specific section(s) for children and young people

#### 1.3.4 Funding and partner responsibilities

There is a common theme across the provision of specialist services to victims, which is one of a fragmented and insecure funding landscape. This can have a significant and negative impact on providers. A disproportionate amount of time and effort goes into making funding bids, longer term planning is difficult and the terms of grants received can mean there is less flexibility to move resources around to meet demand. This can serve to compound inequalities of service provision across Essex.

There is also concern that some statutory partners are making referrals to services, particularly where children are involved, without the underpinning funding to provide this service. Analysis of current funding of sexual violence and domestic abuse services highlights lack of a comprehensive and consistent funding framework for victims who could be helped by these services. Structural changes to health and the tendency of local authorities to make short term grants are adding to the problems.

**Recommendation 7:** (overarching)

- A more secure basis for funding specialist victims’ services should be established, agreed with relevant partners and co-commissioners in terms of who funds what, to what level and for what period, with service providers allowed flexibility within the overall funding for its effective use and with one agreed form of monitoring and feedback where possible. This will be a core ‘Commissioning Intentions’ principle for the Office of the Police and Crime Commissioner.

#### 1.3.5 Response to the Victim Code

All statutory criminal justice agencies have responsibilities under the Victim Code. The Essex Criminal Justice Board, which brings these agencies together, is working to assess responses to the Code and how they can be improved on. As a part of this, Essex Police have identified a number of areas where further work is needed to respond to the Victims’ Code, including promoting the use of Victim Personal Statements, Business Impact Statements and the option of Restorative Justice. There is currently a lack of data on the

take up of Victim Personal Statements in Essex. However, we know that improvements need to be made in this area, in order to give victims a voice in Court.

**Recommendations 8a-c:** *(see Section 3.1)*

- Criminal Justice agencies' responses to the Code will be reviewed through the Essex Criminal Justice Board. In addition, the PCC will hold Essex Police to account in terms of their progress in responding to the Victim Code.
- Essex Police to continue to promote the use of Victim Personal Statements (and Business Impact Statements) and monitor their take up, and further work done to assure that all victims have the opportunity to read these in Court or to have them considered in line with their preferences. This right to be promoted via the new Essex Victim Portal.
- The PCC, working with partner agencies, to ensure that appropriate Restorative Justice provision is available in Essex for victims to access.

Athena is a new integrated records management and intelligence system, being implemented by Essex Police as part of an Eastern region initiative. The introduction of this new system provides an opportunity to have a much fuller picture of an individual's experience of crime and non-crime incidents, and a better oversight of victims' needs in Essex. The potential of the system is significant, as it should mean a better understanding of victims' needs across the county. The OPCC is working with the Athena project team with regard to victim perspectives.

1.3.6 Data quality

The process of collating this profile has highlighted some gaps in data collection and quality. There is an opportunity through local commissioning of victims' services to agree common data recording and reporting standards so that the full picture of need and activity is available to inform future service improvement.

**Recommendation 9:** *(theme throughout)*

- The PCC to ensure that data recording standards to be agreed as part of future commissioning of victims' services, for example in the case of IDVA activity recording should include referral sources and destinations, the profile of domestic abuse victims supported, level of risk, whether they are going through the CJS, age and gender



## 2) VICTIMS OF CRIME: VOLUME AND PROFILE

This section explores the volume and characteristics of victims in Essex, drawing on published national statistics<sup>9</sup> and a profile of victims in the county, developed in liaison with Essex Police in the first instance.<sup>10</sup> It also touches on levels of anti-social behaviour and perceptions of the fear of crime.

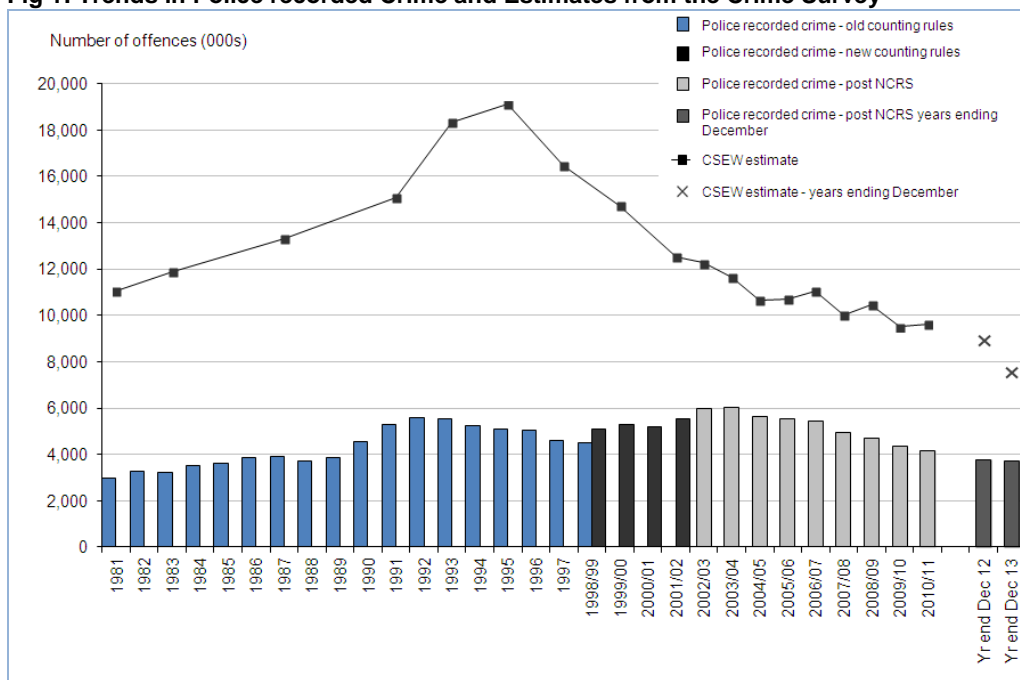
### 2.1 Crime trends and under-reporting: national data

The longer term trend from both the Crime Survey for England and Wales (CSEW) and police recorded crime is similar, with levels of crime falling steadily over the last 10 years and more. The CSEW level has reduced at a greater rate from 2012 to 2103 (-15%) than police recorded crime (-2% over the same period), with an apparent reducing gap.

The different rates of overall reduction, and the gap between the two datasets, can partly be explained by the fact that they cover different types of crime.<sup>11</sup> Renewed scrutiny on the quality of police crime recording over the past few years is also likely to have had an impact.<sup>12</sup>

The CSEW reduction includes other household theft (-25%); violence (-22%); and vandalism (-15%).

**Fig 1: Trends in Police recorded Crime and Estimates from the Crime Survey<sup>13</sup>**



Source: Crime Survey for England and Wales, ONS; Police recorded crime, Home Office

<sup>9</sup> Crime in England and Wales Year Ending December 2013, Statistical Bulletin, ONS. The publication for Year Ending March 2013 includes annual trend and demographic data about victims, and has also been referenced.

<sup>10</sup> Victim Profile, Crimes committed year ending 31 December 2013, Essex Police, April 2014

<sup>11</sup> Whilst the CSEW survey covers a broader range, it does not cover volume crime such as shoplifting and fraud, or sexual offences. The Police recorded data excludes crimes that are not required to be notified to the Home Office, including incidents of anti-social behaviour, which survey victims might regard as crimes.

<sup>12</sup> Ongoing inspections by Her Majesty's Inspectorate of Constabulary (HMIC), Public Administration Select Committee (PASC) inquiry into crime statistics and the UK Statistic Authority's decision to remove the National Statistics designation from recorded crime

<sup>13</sup> Figures up to 1999 relates to crimes experienced in the calendar year; from 2001/02 to crimes experienced in the 12 months before interview, based on interviews carried out in that financial year; the last two data points are for interviews in the rolling 12 month periods for the latest available years (January to December).

Of police recorded crime, 84% is considered to be 'victim based', a rate of 55 crimes per 1,000 head of population. Within victim based crime,<sup>14</sup> recorded crime fell across most categories, but with rising levels of shoplifting (+ 6%) and sexual offences (+17%).<sup>15</sup>

Whatever the explanation for the trends and discrepancies in data, we know that there is under-reporting of crime to the Police, overall and for specific crimes. Only 40% of those responding to the CSEW<sup>16</sup> had reported to the Police, with the highest rates for theft of vehicles (91%) and burglary with entry (80%) and loss (85%), most likely linked to insurance requirements; the lowest vehicle vandalism (28%). 45% of violent crime was reported, including 51% of domestic violence incidents.

The CESW demographic data also suggests:

- 18.7% of adults had been victims of crime: 5.2% victims of personal crime, 14.4% victims of household crime
- Figures are highest for people aged 16-24 (26.4% and similar for men and women) and lowest for people aged 75 and over (6.3%), appearing to reduce steadily through the ten year age bandings
- People experiencing violence and vandalism are more likely to suffer repeat incidents within 12 months (26% and 25% respectively), with victims of domestic abuse having the highest rates of repeats (47%, with 26% experiencing three or more incidents)

If 18.7% of the Essex adult population had experienced a crime, this would equate to 261,379 victims.<sup>17</sup>

National crime survey data is also available for young people (aged 10-15) and commercial victims of crime, and are covered in Section 5.4 (young victims of crime) and Section 5.5 (commercial and business crime).

National data relating to other areas of focus is included in the relevant part of this profile, for example victims of sexual violence (Section 4.1), victims of domestic abuse (Section 4.2) and victims of fraud (Section 5.6).

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<sup>14</sup> Victim crimes are those offences with a specific identifiable victim, covering violence against the person, sexual offences, robbery, theft, criminal damage and arson

<sup>15</sup> The rise sexual offence figures is likely to be due to increased awareness and willingness to come forward following the Saville case and Operation Yewtree, including historic cases

<sup>16</sup> Crime in England and Wales, year ending March 2013 – Annual trend and demographic tables (July 2013)

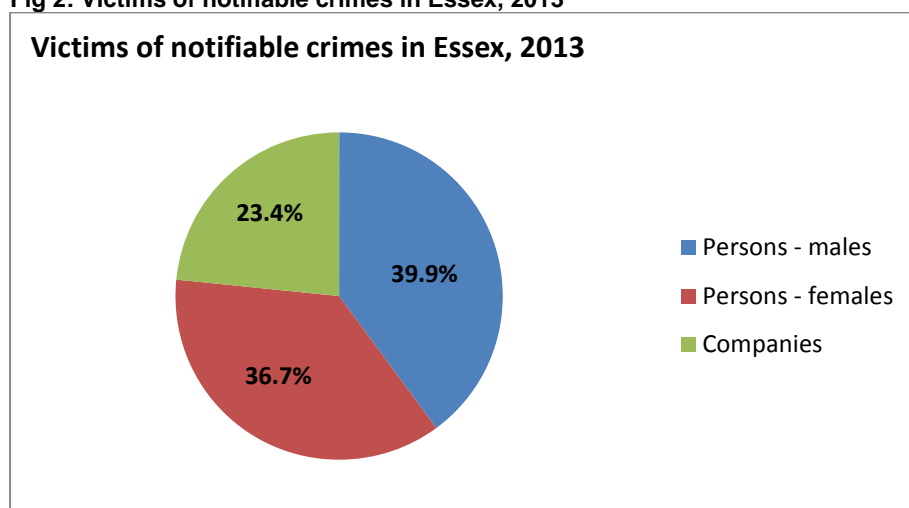
<sup>17</sup> Total Essex population 1,724,950, adults 16 and over 1,397,749, 0-15s 327,201

## 2.2 Essex Police 'Victim Profile'

Essex Police has produced a Profile of Victims of Crime<sup>18</sup> to inform this assessment.

There were 91,344 victims of notifiable crimes recorded between 1 January 2013 and 31 December 2013. Of these, 76.6% (69,976) were individuals and 23.4% (21,368) companies.

Fig 2: Victims of notifiable crimes in Essex, 2013



Source: Essex Police Victim Profile, April 2014

The following information focusses on the profile of *personal victims* of recorded notifiable crime. There is a separate analysis of *commercial and business crime* at Section 5.5.

The Essex profile suggests that most victims are in the 16-54 year age ranges. Overall, men are slightly more likely to be victims of crime than women (52% compared with 48%), with some interesting variations across the age groups.

Women make up a higher proportion than the average between the ages of 16-44 and 75 and over, and boys/men a higher proportion of those victims aged under 15 and aged between 45-74.

Table 1: Police recorded victims of personal/household crime by age group, year ending December 2013

Age group	Male	Female	Total	Percentage total
0-15	53.5%	46.5%	3,767	5.4%
16-24	48.7%	51.3%	11,917	17.0%
25-34	49.2%	50.8%	13,740	19.6%
35-44	50.6%	49.4%	13,539	19.3%
45-54	55.1%	44.9%	12,015	17.2%
55-64	59.5%	40.5%	6,951	9.9%
65-74	59.3%	40.7%	4,103	5.9%
75-84	48.4%	51.6%	2,386	3.4%
85+	32.2%	67.8%	765	1.1%
Not recorded	464	329	793	1.1%
<b>Total</b>	<b>36,477 (52%)</b>	<b>33,499 (48%)</b>	<b>69,976</b>	<b>99.9%</b>

Source: Essex Police Victim Profile, April 2014

<sup>18</sup> Victim Profile, Crimes committed year ending 31 December 2013, Essex Police, April 2014. Data relates to individual victims of 'Notifiable Crime' within Essex Police jurisdiction, so excludes Transport Police and Army Bases. Also excludes incidents and fraud offences, which are reported on separately.

92% of the recorded personal victims of crime defined their ethnicity as White, 2.9% (2,067) Black and 2.8% (1,949) Asian.

'Violence against the person' accounts for 26% of victim based reported personal crime, with 42.4% of this categorised as 'assault causing actual bodily harm' and 37.9% as 'common assault and battery'.

Again there are some interesting gender variations by types of crime, with women significantly more likely to be victims of sexual offences than men, and men more likely to be victims of vehicle offences and robbery.

**Table 2: Police recorded victims of personal/household crime by crime type, year ending December 2013**

Crime type	Male	Female	Total	Percentage
Violence against the person	48.5%	51.5%	18,212	26.0%
Theft	47.4%	52.6%	13,373	19.1%
Burglary	54.6%	45.4%	11,251	16.1%
Vehicle offences	68.1%	31.9%	10,968	15.7%
Arson and criminal damage	49.6%	50.4%	10,924	15.6%
Public order	51.6%	48.4%	2,149	3.1%
Sexual offences	12.2%	87.8%	1,716	2.4%
Robbery	77.0%	23.0%	1,033	1.5%
Miscellaneous crimes against society	42.1%	57.9%	302	0.4%
Possession of weapons	64.6%	35.4%	48	0.1%
<b>Total</b>	<b>52.1%</b>	<b>47.9%</b>	<b>69,976</b>	<b>100%</b>

Source: Essex Police Victim Profile, April 2014

In addition, the Essex Police data has 'tags' for domestic abuse related crime, hate crime and vulnerable victims, and there is a more in depth focus on these victims in other sections of this profile.

**Table 3: Police recorded victims of crime by specific 'tag', year ending December 2013**

'Tag'	Individuals	Company	Total	For further details see
Domestic violence	8,439	3	8,442	Section 4.2
Hate crime	989	18	1,007	Section 5.2
Vulnerable victim	12,644	149	12,793	Section 5.3

Source: Essex Police Victim Profile, April 2014

There is also a separate focus on victims of sexual offences (Section 4.1), young victims of crime (Section 5.4) and older victims of crime (Section 5.3).

## **2.3 Anti-social behaviour and fear of crime**

Levels of recorded incidents of anti-social behaviour are also collated and reported as part of the national crime statistics. Underlying trends are downwards, in line with the CSEW and recorded crime figures, with a 7% reduction from 2012 to 2013.<sup>19</sup> In the year ending December 2013, 66% of the ASB incidents categorised by the police nationally were identified as 'nuisance', 28% as 'personal' and 6% 'environmental'.<sup>20</sup>

Essex Police data shows 56,865 recorded anti-social behaviour incidents during 2013, with most recorded under the 'nuisance' heading as follows:<sup>21</sup>

**Table 4: Police recorded ASB by type, Essex compared with national 2013**

Type of ASB	Number	% Essex Total	% National Total
Nuisance	42,287	74.4%	66%
Personal	7,936	13.9%	28%
Environmental	6,642	11.7%	6%
<b>Total</b>	<b>56,865</b>		

Source: Crime Survey Year ending December 2013/Essex Police

Crime Survey data shows that 29% had experienced anti-social behaviour in their local area, interestingly only 10% of those aged 75 and over. 12% thought there was a high level of perceived anti-social behaviour.

Essex County Council Tracker Survey data provides some local comparisons. In terms of 'feeling safe', 90.1% of those surveyed in the Tracker Survey felt safe during the day, and 60.3% felt safe after dark.

**Table 5: Perceptions of anti-social behaviour: feeling there is a very/fairly big problem in their area**

Type problem	Essex	National
Rubbish or litter lying around	37.4%	28%
Teenagers hanging around on streets	29.8%	20%
Vandalism graffiti and other deliberate damage to property	24.5%	17%
People using or dealing drugs	21.8%	25%
People being drunk or rowdy in public places	21.0%	19%
Noisy neighbours or loud parties	10.8%	11%
Abandoned or burnt out cars	4.7%	2%

Source: Crime Survey Year ending December 2013/ECC Resident Tracker Survey 2012<sup>22</sup>

<sup>19</sup> Crime in England and Wales, year ending December 2013, ONS. Percentage change calculation excludes incidents recorded by British Transport Police, which were included in the count from April 2012.

<sup>20</sup> The personal category covers incidents with an impact on an individual or group rather than a community, and includes those that cause concern, stress, disquiet and /or irritation, through to those with a serious adverse impact on quality of life. Nuisance tends to cover incidents causing trouble and annoyance to the community.

<sup>21</sup> HMIC 2012 report found significant variation in the quality of decision making associated with recording ASB incidents, including 35% of all incidents reviewed considered to be incorrectly categorised

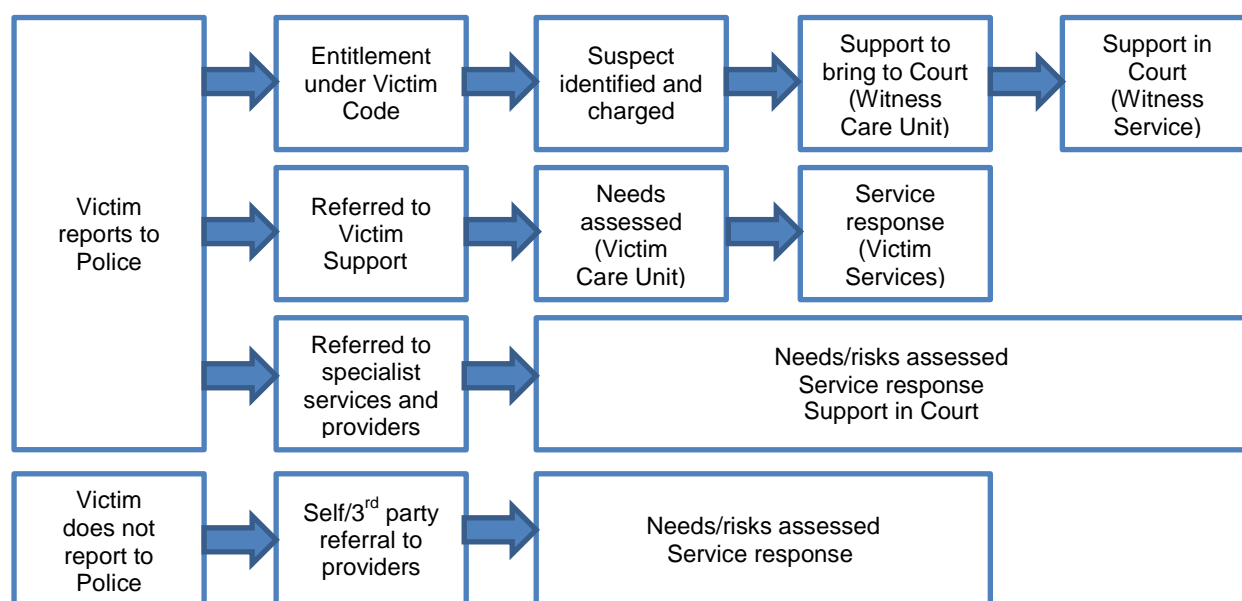
<sup>22</sup> Data excludes Southend and Thurrock

### 3) CURRENT REFERRAL AND ASSESSMENT ARRANGEMENTS

Agencies acknowledge that there is more work to be done to improve access to services for victims of crime, whether or not the crime has been reported to the Police, and to redesign services in a way that puts the victims' needs first.

This could increase demand for support services, but could also mean that support is targeted more effectively for those who want and need help to cope and recover from their experience.

The following diagram broadly illustrates the current system:



Further details of what is involved at each stage of the current process are outlined in the rest of this section.

#### 3.1 Essex Police response to the Victim Code

Victims of crime reporting to Essex Police should be provided with a Victim Care Card<sup>23</sup> at the initial investigation stage, setting out contact details and what they can expect in terms of process and being kept informed. The card incorporates a checklist of the things the officer should have discussed at the initial investigation stage, including:

- a needs assessment to find out the level of support needed<sup>24</sup>
- a requirement to give evidence in Court if a witness statement is given, any vulnerability and special measures needed to support the victim/witness if the case comes to Court
- information about victims' services and a referral to Victim Support<sup>25</sup>
- the opportunity to make a Victim Personal Statement, or a Business Impact Statement in the case of commercial crime

<sup>23</sup> The Victim Care Card was introduced in December 2103 as part of a wider training programme on the Victim Code. All officers are required to leave a card with victims before leaving. Compliance is monitored through local supervisors and victims will be asked if they received a card as part of future evaluations.

<sup>24</sup> This mainly relates to the speed with which victims are updated on the progress of their case, within five working days for volume crime, and within one working day for those entitled to an enhanced service under the Victim Code, i.e., victims of the most serious crime, those vulnerable, intimidated or persistently targeted.

<sup>25</sup> This includes the option to self refer at a later time if the victim chooses not to have details passed on

A gap analysis has been prepared to help Essex Police assess progress in responding to the Code.<sup>26</sup> Issues where further work has been identified as needed (March 2014) are:

- Explaining how the Victim Personal Statement (VPS) might be used, getting victim's preferences and ensuring that the VPS is forwarded to the Crown Prosecution Service
- Promoting the option of Restorative Justice for victims who want this, at any point ...
- Shortly before any trial, reminding the victim of any video recording or written statement they have made
- For business crime, offering a named contact the opportunity to make an Impact Statement
- Improved complaints route for victims and witnesses to hold Criminal Justice Agencies to account in cases of poor performance

Levels of satisfaction with the way in which Essex Police support victims of crime are as follows:

**Table 6: Victim of crime satisfaction with Essex Police, 2013/14**

Aspect	Percentage	Confidence interval
<b>Making contact</b>	94.5%	+/-1.2pp
<b>Action taken by Police</b>	82.6%	+/-1.7pp
<b>Being informed of progress</b>	77.1%	+/-1.9pp
<b>Treatment by staff</b>	92.3%	+/-1.2pp
<b>Overall service</b>	<b>82.0%</b>	<b>+/-1.7pp</b>

Source: Essex Police

#### **Recommendations:**

- Criminal Justice agencies' responses to the Code will be reviewed through the Essex Criminal Justice Board. In addition, the PCC will hold Essex Police to account in terms of their progress in responding to the Victim Code.
- Essex Police to continue to promote the use of Victim Personal Statements (and Business Impact Statements) and monitor their take up, and further work done to assure that all victims have the opportunity to read these in Court or to have them considered in line with their preferences. This right to be promoted via the new Essex Victim Portal.
- The PCC, working with partner agencies, to ensure that appropriate Restorative Justice provision is available in Essex for victims to access.

### **3.2 Witness Care Unit**

The responsibility to keep victims informed of decisions on how a case is progressing and how it will be dealt with rests with the officer in charge. Where a suspect is identified and charged, details are passed after the first hearing to the Witness Care Unit in Essex Police.

The Unit's main focus is to get victims and witnesses to Court. They promote the opportunity to update Victim Personal Statements taken by the Investigating Officer, or make a first Statement if they previously refused. Statements are given to the Crown Prosecution Service. There are logistical challenges in providing victims with the opportunity to read their statements in Court where there is an anticipated guilty plea and sentencing is likely to be done at the first hearing.<sup>27</sup>

<sup>26</sup> The analysis also considers conclusions arising from 'Rebalancing the Scales: Prioritising Victims of Crime in the Criminal Justice System', Priti Patel (October 2013)

<sup>27</sup> Guidance is being developed nationally on a process to allow all victims to read out their personal statements in Court, particularly where sentence may be passed at the first Magistrates' Court hearing

A victim's experience of the Magistrate Court process is likely to be more straightforward, as there are fixed date hearings, shorter processes, Counsels are not required and there is less need for witnesses. The majority of Crown Court trial dates are set within a three week 'window of opportunity' and only confirmed at 3:00pm the day before the trial date which is likely to add to victims' anxiety, whether they have been called as witnesses or not.

Throughout the Court process the Witness Care Unit keeps victims and witnesses informed, and can arrange, with the consent of the Crown Prosecutor, any special measures considered to be needed.

Once the case actually gets to Court, any ongoing support is provided by the Court Based Witness Service, currently under contract nationally with Victim Support. All civilian victims and witnesses required to attend are referred to a [YouTube guide](#) on going to Court.

The Unit dealt with 15,218 cases in 2013, and 4,389 cases (29%) which had proceeded to trial. A case going to a Magistrate's Court has an average of 5 witnesses, and cases to Crown Court an average of 12. A case has around 5 hearings before it ends. Not all witnesses will be victims, and just over half will be professionals.

The following tables show the numbers of cases supported and the nature of these, and the numbers proceeding to trial. 78% of cases going to trial were heard in Magistrates Courts.<sup>28</sup>

**Table 7: Cases overall supported by the Witness Care Unit, by type and plea, 2013**

Type of case	Anticipated guilty plea	Anticipated non guilty plea	Remanded in custody	Total
Volume crime	6,279	2,591	2,428	11,298 (74.2%)
Vulnerable and intimidated witnesses/serious crime	1,159	1,358	1,403	3,920 (25.8%)
<b>Total cases</b>	<b>7,438 (48.9%)</b>	<b>3,949 (25.9%)</b>	<b>3,831 (25.2%)</b>	<b>15,218</b>

Source: Essex Police

**Table 8: Cases proceeding to trial supported by the Witness Care Unit, by type and Court, 2013**

Type of case	Magistrates Court	Crown Court	Total
Volume crime	2,124	475	2,599 (59.2%)
Vulnerable and intimidated witnesses	1,280	329	1,609 (36.7%)
Serious crime	-	181	181 (4.1%)
<b>Total cases</b>	<b>3,404 (77.6%)</b>	<b>985 (22.4%)</b>	<b>4,389</b>

Source: Essex Police

### **3.3 Court Based Witness Service**

The Ministry of Justice will continue to commission the Witness Service nationally, and is re-letting the contract from April 2015. The service is currently managed by Victim Support and available in every Crown Court and Magistrates Court. The Young Witness Service is funded in Essex by the Mulberry Trust.

The following table provides a high level analysis of witnesses supported by the Service during 2013/14. 97% were prosecution witnesses, 34.9% were considered to be vulnerable and intimidated, 6.7% young witnesses and 21.4% related to domestic abuse cases. Almost 30% are referred from the Witness Care Unit, with 63.5% having pre-trial visits.<sup>29</sup>

<sup>28</sup> There were an additional 291 Magistrate Court re-trials in 2013.

<sup>29</sup> Pre-trial cross examination to help vulnerable victims and witnesses give their best possible evidence, without subjecting them to the full atmosphere of the courtroom is being piloted nationally



**Table 9: Witnesses supported by the Witness Service in Essex, 2013/14**

	Number	Percentage
<b>Witnesses supported</b>	4,743	
• prosecution	4,600	97.0%
• defence	143	3.0%
<b>Vulnerable and intimidated</b>	1,657	34.9%
<b>Young witnesses</b>	320	6.7%
<b>Domestic violence witnesses</b>	1,017	21.4%
<b>Total advance referrals from Witness Care Unit</b>	1,412	29.8%
<b>Pre-trial visits</b>	896	63.5%

Source: Victim Support

### **3.4 Victim Support: referral and assessment**

Victim Support also provides general support for ‘people affected by crime’ under a national Ministry of Justice (MoJ) contract for these services.<sup>30</sup> This national contract runs until the end of March 2015, at which point commissioning responsibilities will pass to PCCs.

Most referrals come to Victim Support from the Police through a daily overnight automatic transfer of information about agreed cases, although it is possible for victims to refer direct.<sup>31</sup> In Essex, 38,660 ‘victim of crime’ referrals were made in 2013/14. The Victim Support ‘Victim Care Units’ contact around 80% of these referrals, carrying out a structured needs conversation (emotional, practical, advocacy and criminal injury compensation), providing personal and household alarms, signposting to other agencies, risk identification checks for all domestic abuse cases and safeguarding checks.<sup>32</sup> Details of those cases where contact was unable to be made are sent back to Essex Police each week.

Business crime cases are contacted where there is an individual name, or a nominated person in line with the Victim Code guidance, or where a self referral has been made.

Some cases need more sensitive, multiagency handling, such as domestic violence situations. Reaching vulnerable older people affected by crime is a concern, where they may not have the mental capacity to take a call directly and be reliant on carers or others, whether they are in residential care or supported at home. Victims of fraud or forgery are likely to be reluctant to discuss their personal situation and experience on the phone.

For young victims of crime, support is offered through a parent if under 13, and in discussion with parents before engaging if the victim is aged 13 to 15.

Where there are language considerations, the Unit uses Language Line, but there may be an issue where the person is referred onwards to an organisation without this facility. This may deter people from reporting if they feel they are not heard or understood.

The victim is usually left with details of how to contact the Unit in case they need support in the future, through a method best suited to them, e.g., text or letter.

<sup>30</sup> Victim Support accepts referrals of ‘people affected by crime’ under specific Home Office crime recording categories: violence against the person, sexual offences, robbery, burglary, other theft offences, criminal damage and other miscellaneous offences, those from and about vulnerable people, and self referrals. They also provide specialist support for victims of sexual violence and domestic abuse, details of which are covered in Section 4, and have a national contract to support victims of fraud.

<sup>31</sup> The proportion of self referrals is estimated to be around 2%

<sup>32</sup> There is potential duplication here. Information on the Police assessed risk level comes with the details of the case, Victim Support does another CAADA (Co-ordinated Action Against Domestic Abuse) Dash assessment which may be different depending on timing and who speaking to. Information on whether safeguarding is in progress is not currently shared, leading to some duplication in referrals to social care services.

Where needs are identified, referrals are passed to the Victim Support 'Victim Services' team who deliver support through teams of volunteers, some of which have had enhanced training in working with sexual violence, domestic violence, hate crime situations and with young people.

There were 2,352 referrals to these services during 2013/14, with contact made by phone, in person and through 'outreach' surgeries. 151 people attending local outreach surgeries in 2013/14.

Details of specialist Independent Sexual Violence Advisor (ISVA) and Independent Domestic Violence Advocate (IDVA) support managed by Victim Support are provided in Sections 4.1 and 4.2 respectively.

### **3.5 Athena project**

As part of an Eastern Region initiative, Essex Police is implementing a new integrated records management and intelligence system, Athena.

There are features that appear to help support the victim focus:

- Recording non-crime investigations – which means 'events' relating to ASB, child or adult abuse and domestic abuse can be recorded to a level consistent with crime investigations, including risk assessments
- Linking people to 'events', in different roles – victims can be clearly identified through this route, with further questions tailored to this including whether they are vulnerable and the reason, whether they are a repeat victim (with details), what level of 'service' they have agreed as part of the Victim Code commitment and preferences about contact
- Building up a 'composite' view of an individual – a person's history and their role at any one time can be seen, so it will be possible to see someone who has been a victim more than once, or someone who may be a perpetrator in one setting and a victim in another
- Setting 'flags' for specific people so that any new recording activity is flagged (overtly/covertly), records can be hidden with a person to contact or with only selected people knowing it is there – all of which may be useful in supporting victims of serious and/or repeat crime

The introduction of Athena provides an opportunity to have a much fuller picture of an individual's experience of crime and non-crime incidents, and a better oversight of victims' needs in Essex, but the potential of the system is reliant on recording good quality information about people.

The Office of the Police and Crime Commissioner is working with the Athena programme team on victims' perspectives.

## **4) SPECIALIST SERVICE PROVISION**

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This section provides a more detailed analysis of what we know about the needs of people experiencing sexual violence at any time in their lives, and victims of domestic abuse. In depth interviews have been held with a number of organisations providing specialist victim services to inform this work, which includes an assessment of current service provision, gaps, issues and recommendations.

It is recognised that women are more at risk of serious harm from sexual violence and domestic abuse, and that gender specific services are appropriate. However, this section includes data on male victims to provide a rounded picture of need. Additional information on '*violence against women and girls*' is provided in section 5.1.

### **4.1 Victims of sexual violence**

#### **4.1.1 National trends**

National figures<sup>33</sup> show a 17% increase in Police recorded sexual offence figures for the year ending December 2013 from the same period the previous year. Police recorded rape offences increased by 20% and 'other offences' increased by 15% over the period. The large rise is considered to be partly due to increases of recorded offences involving children, with an increase of 32% in sexual offences involving a child under 13.

Some of this increase in recorded crime is likely to come from raised awareness and a willingness to report historic and current offences to the Police following Operation Yewtree, initiated in October 2012 in response to the Jimmy Saville case. The 17% increase is the same as that reported for the year ending September 2013 which suggests that the rising trend is starting to stabilise.

We know that many victims of sexual violence do not contact the Police however, and these figures represent only a fraction of the incidence and need for support. An analysis of Crime Survey data covering 2009/10 to 2011/12<sup>34</sup> suggested that 2.5% of females and 0.4% of males said that they had been a victim of sexual offences in the previous 12 months, with an estimated 0.5% of females being a victim of the most serious offences and 0.1% of males.

Only one in seven (15%) of female victims of the most serious offences had told the Police about the incident. The Overview of Sexual Offending report also reported that of prosecutions for rape offences during 2009-2011 (where an outcome could be identified), 49% were found guilty.

#### **4.1.2 Essex Police data**

In the year ending 31 December 2013, there were 1,716 victims of sexual offence crimes recorded by Essex Police. This compares with 1,407 for the period ending December 2012, a larger increase than the national picture at 22%. The majority were female (88%), with relatively high proportions of younger victims.

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<sup>33</sup> Crime in England and Wales, Year Ending December 2013, Office for National Statistics.

The House of Commons Public Administration Select Committee report 'Caught red-handed: why we can't count on Police Recorded Crime Statistics' (April 2014) includes concerns about disparities across Forces in the 'no-criming' of reported rapes (when a claim is reviewed and subsequently deemed not a crime). Essex has one of the lowest 'no crime' rates compared with the national average.

<sup>34</sup> An Overview of Sexual Offending in England and Wales, Ministry of Justice, Home Office & the Office for National Statistics Statistics Bulletin, January 2013

**Table 10: Victims of Sexual Offences recorded by Essex Police by age group and gender, 2013**

Age group	Female	Male	Total
0-15	628	135	763
16-24	388	26	414
25-34	196	17	213
35-44	132	11	143
45-54	93	11	104
55-64	21	4	25
65-74	17	2	19
75-84	7	0	7
85+	6	1	7
No age recorded	18	3	21
<b>Total</b>	<b>1,506</b>	<b>210</b>	<b>1,716</b>

Source: Essex Police Victim Profile, April 2014

Domestic abuse was a factor in 262 cases (15.3%). Of these 142 (54.2%) were high risk, 91 (34.7%) medium risk and 29 (11.1%) standard risk. 889 (51.8%) were considered to be vulnerable victims. Most were of white ethnicity (93.9%). The type of recorded sexual offence was as follows:

**Table 11: Victims of Sexual Offences recorded by Essex Police by type of offence, 2012 and 2013**

Type of sexual offence	Number 2013	Percentage of total	Change from 2012
<b>Rape of a ...</b>			
- Female child under 13	86		
- Female child under 16	98		
- Female aged 16 and over	348	34.1%	+26.8%
- Male child under 13	36	(586)	(462)
- Male child under 16	6		
- Male aged 16 and over	12		
<b>Sexual assault on a ...</b>			
- Female under 13	114		
- Female aged 13 and over	465	37.8%	+27.2%
- Male under 13	30	(649)	(510)
- Male aged 13 and over	40		
<b>Sexual activity involving a ...</b>			
- Child under 13	124	14.7%	+ 35.5%
- Child under 16	128	(252)	(186)
<b>Exposure and voyeurism</b>	<b>197</b>	<b>11.5%</b>	<b>- 11.7%</b>
		(197)	(223)
<b>Other</b>			
- Causing sexual activity without consent	9		
- Incest or familial sexual offences	5		
- Sexual activity with a person with a mental disorder	6		
- Abuse of children through prostitution and pornography	6	1.9%	+23%
- Trafficking for sexual exploitation	0	(32)	(26)
- Abuse of position of trust of a sexual nature	1		
- Sexual grooming	4		
- Other miscellaneous sexual offences	1		
<b>Total</b>	<b>1,716</b>		<b>+ 22%</b>
			(1,407)

Source: Essex Police Victim Profile, April 2014

Recorded reported rape figures have increased by 27.2%, compared with the national increase of 20%, including increases for children under 13 (+30%), children under 16 (+68%), and males of all ages (+80% but from a low base). The largest increase within the sexual assault category is for females aged 13 and over (+30%), with reported sexual activity involving a child under 13 increasing by 82%.

The following table indicates where the crimes took place and where the victims live.

**Table 12: Victims of Sexual Offences recorded by Essex Police during 2013 by crime and home location**

Location	Basilidon	Braintree	Brentwood	Castle Point	Chelmsford	Colchester	Epping	Harlow	Maldon	Rochford	Southend	Tendring	Thurrock	Uttlesford	Stansted airport	Out of Essex	Not known	Total
Crime	175	112	43	64	163	235	86	112	23	41	278	160	178	38	8	-	-	1,716
Victim	131	101	27	58	119	159	49	78	23	34	183	135	122	30	-	151	316 <sup>35</sup>	1,716

Source: Essex Police Victim Profile, April 2014

#### 4.1.3 Specialist service provider data

Information on demand for specialist services is covered here, in terms of referrals, caseloads and needs, from data provided by providers of specialist sexual violence services in Essex.

##### Sexual Health Referral Centre (SARC)

Oakwood Place Sexual Assault Referral Centre is based in Brentwood, and offers forensic examination and follow up services to men, women and children who have been raped or sexually assaulted. The option for victims to refer themselves has been available since April 2013, with four referrals since then. The contract with NHS England runs to March 2015.<sup>36</sup>

In the year ending December 2013, Oakwood Place provided a service to 351 people, of which 146 were under 19. 93% were female. 256 forensic examinations were done in 2013.

##### Independent Sexual Violence Advisors (ISVAs)

Specialist ISVAs provide services for those people who have reported to the Police and need support through the Court process. There are currently four ISVAs working primarily with women in Essex, and one working with young people, hosted and managed in different organisations and funded in various ways.

Victim Support (VS) provides two specialist ISVAs for adults and one which has been piloted for young people since July 2013. South Essex Rape Crisis Centre (SERICC) has two ISVAs providing services to women, including one covering girls aged 13 and over. The following table outlines the current provision and funding arrangements:

**Table 13: ISVA provision in Essex by location, victims supported and 'commissioning' funding**

Managed by	Number	Provided for	Funding	Period covered
Victim Support	2	Women (mainly)	NHS England	End March 2015 (Contract being re-let)
	1	Young People aged 13+	Victim Support/PCC	July 2013 to end November 2014
South Essex Rape and Incest Crisis Centre (SERICC)	1	Women	NHS England	End March 2015 (Contract being re-let)
	1	Women/ girls aged 13+	Home Office	End March 2015

Source: Various

<sup>35</sup> 120 (38%) of the 'not knowns' relate to under 16 year olds

<sup>36</sup> The Police and Crime Commissioner is currently working with NHS England and others to review and re-let the SARC contract and associated ISVA provision and pathways

There were 565 referrals for specialist ISVA services during 2013/14, 36.1% (204) from the Police, 32.6% (184) from the Sexual Health Referral Centre (SARC) and 7.8% (44) self referrals. 5.1% (29) referrals were for males, and 27.6% (156) for young people under 16. Many of those referred had additional vulnerabilities – 35.6% (201) with mental health problems and 9.1% (51) with learning disabilities/difficulties.

Victims are more likely to refer themselves to SERICC services, which also took more referrals from Health and Social Care, family and friends and education settings.

**Table 14: Referrals to Specialist ISVA Services in Essex, 2013/14**

Referrals from	SERICC ISVAs 2013/14	Victim Support ISVAs	
		Adults <sup>37</sup> 2013/14	Young People (Jul 13 - Mar 14)
Police	36	168	44
Sexual Health Referral Centre (SARC)	60	124	31
Self	43	1	0
Health services	30	4	0
Social care	17	0	0
Victim Support	8	4	0
ISVA from other area	0	13	5
SERICC/CARA	0	6	1
Other sources <sup>38</sup>	43	8	2
<b>Total</b>	<b>237</b>	<b>328</b>	<b>83</b>
Male	0	29	5
Under 16	58	98 (under 18)	all under 18
With mental health problems	76	125	24
With learning disability	21	30	4
With substance misuse issues	17	26	1
With physical disability	10	25	5
<b>Engaging with service/going through Criminal Justice System</b>	<b>174</b>	<b>310</b>	<b>83</b>

Source: SERICC and Victim Support

### 'Wraparound' services

Rape Crisis Centres provide emotional support and longer term specialised counselling or advocacy services. There are currently three Rape Crisis Centres in Essex:

- South Essex Rape and Incest Crisis Centre (SERICC) – covering Basildon, Brentwood and Thurrock
- Centre for Action on Rape and Abuse (CARA) – covering Braintree, Chelmsford, Colchester, Maldon and Tendring
- Southend on Sea Rape Crisis (SOSRC) – covering Castle Point, Rochford and Southend

They have developed in different ways in Essex, to respond to local needs and also to reflect available funding and associated criteria. Core funding is from grants awarded by the Ministry of Justice from the Rape Support Fund.<sup>39</sup>

**Table 15: Rape Support Funding for Essex**

Centre	2014-15 £	2015-16 £
SERICC	70,000	70,000
CARA	60,000	60,000
SOSRC	75,000	45,000

Source: Ministry of Justice

<sup>37</sup> The adult figures for Victim Support managed ISVAs include services provided to young people

<sup>38</sup> SERICC data includes 15 from the voluntary sector, 11 from family friend/third party and 7 from Education.

<sup>39</sup> The grant is to 'provide direct and front line support to female victims of rape and sexual violence'. Funding for SOSRC is for a 'New and Emerging' Rape Crisis Centre. There is no commitment to fund after 31 March 2016.

The following tables provide a guide to the work being done by the Centres and demand for services. 1,250 victims were being worked with during 2013/14, 29% of which were aged 0-17. There were a noticeably higher proportion of self referrals made to CARA.

**Table 16: Essex Rape Crisis Centres - caseloads, referral sources and characteristics, 2013/14**

	<b>CARA</b>	<b>SERICC</b>	<b>SOSRC</b>
Information and referral calls	11,745	13,968	New service
<b>Clients</b>			
0-17	142	153	71
18 and over	316	436	132
<b>Total clients</b>	<b>458</b>	<b>589</b>	<b>203</b>
<b>Referral source</b>			
Self	76%	28%	N/a
Health	7%	18%	N/a
Local Authority	5.5%	16%	N/a
Police	5.5%	12%	N/a
SARC	1.8%	13%	N/a
Voluntary sector	1.8%	12%	N/a
Other	2.4%	1%	N/a
<b>Characteristics</b>			
Males	7	12	2
Ethnic minority	9	84	9
MH problems	146	186	N/a
Long term illness	31	77	N/a
Learning disability	12	46	N/a
Physical mobility	13	26	N/a
Sensory	10	12	N/a

Source: CARA and SERICC

**Table 17: Essex Rape Crisis Centres – demand for services, 2013/14**

<b>Demand for services<sup>40</sup></b>	<b>CARA</b>	<b>SERICC</b>	<b>SOSRC</b>
<b>Face to face counselling (women)</b>			
- contacts	310	3,232	N/a
- received service	53	365	N/a
- sessions	2,564	2,755	122
- waiting list	106	49	N/a
<b>Face to face counselling (young people)<sup>41</sup></b>			
- contacts	N/a	749	N/a
- received service	N/a	126	N/a
- sessions	N/a	448	N/a
- waiting list	N/a	0	N/a
<b>Advocacy (general)</b>			
- contacts	N/a	2,408	478
- received service(s)	53	230	N/a
- sessions	N/a	783	204
<b>Group work</b>			
- received service	6	47	N/a
- places	N/a	830	130
<b>Child and Family Practice Service</b>	<b>118</b>	<b>N/a</b>	<b>N/a</b>
<b>YP and Advocacy Service</b>	<b>26</b>	<b>N/a</b>	<b>N/a</b>
<b>ISVA service</b>	<b>N/a</b>	<b>174</b>	<b>N/a</b>
Received assessment/referral service	N/a	336	N/a
Received other service	N/a	22	N/a
<b>Total services accessed</b>	<b>N/a</b>	<b>1174</b>	<b>N/a</b>

Source: CARA and SERICC

Analysis of victims supported by SERICC and CARA provides an overview of the nature of the harm they have experienced, and helps dispel the myth that some people hold that women are more likely to be attacked by strangers. Most incidents happened in the family

<sup>40</sup> Service users are likely to access more than one service

<sup>41</sup> Thurrock Unitary funds a young people's service, but these figures include all young people helped by SERICC

home involving male relatives. A relatively small proportion happened outside and involved strangers. Of those being worked with by SERICC, who routinely ask for details of the assault, 51.1% had not reported to the Police and 7.1% had more than one perpetrator.

**Table 18: Analysis of incidents by type, location, relationship of perpetrator, 2013/14**

	SERICC	CARA
<b>Presenting incident</b>		
Rape	35.5%	27%
Adult survivors CSA	33.1%	24%
Sexual Violence	13.2%	21%
Child Sexual abuse (CSA)	9.2%	27% (0-18)
Other	9.9%	1%
<b>Incident location</b>		
Family home	29.8%	35.1%
Not disclosed	25.1%	29.8%
Perpetrator's home	14.1%	16.8%
Survivor's home	11.5%	15.9%
Outside	8.0%	2.4%
Other	11.5%	-
<b>Relationship</b>		
Male relative	35.2%	43%
Acquaintance	32.8%	9%
Ex-spouse/partner	15.9%	9.7%
Stranger	7.5%	2%
Professional	1.5%	0%
Other	7.1%	36.3% unknown
<b>Not reported to Police</b>	<b>51.1%</b>	<b>90%</b>
<b>More than one perpetrator</b>	<b>7.1%</b>	<b>4.6%</b>

Source: SERICC and CARA

Note: SERICC routinely ask clients for details of their assault; CARA data reflects disclosures only.

#### 4.1.4 Current service provision and gaps

The following table illustrates the type of service available to victims of sexual violence in Essex, covering the counselling and support services offered by the Rape Crisis Centres, specialist ISVA services and the SARC.

**Table 19: Specialist Services provided to Victims of Sexual Violence across Essex**

Service	Basilidon	Braintree	Brentwood	Castle Point	Chelmsford	Colchester	Epping	Harlow	Maldon	Rochford	Southend	Tendring	Thurrock	Uttlesford	Comments
1:1 counselling (women)	○	□	○	◇	□	□			□	◇	◇	□	○		Typically 3 months waiting list
Emotional support (women)	○	□	○	◇	□	□			□	◇	◇	□	○		
Young person counsellor		□			□	□			□			□	○		SERICC – Unitary funds; CARA – 6 months only
Specialist ISVA (women)	○	★	○	★	★	★	★	★	★	★	★	★	○	★	3 posts for women 1 post women and girls 13+
Specialist ISVA (young people)	★ ○	★	★ ○	★	★	★	★	★	★	★	★	★	★	★	1 post YP 13+
General advocacy and support	○	□	○	◇	□	□			□	◇	◇	□	○		
SARC	❖	❖	❖	❖	❖	❖	❖	❖	❖	❖	❖	❖	❖	❖	Centre located in Brentwood

Source: Various

Key: ○ SERICC, □ CARA, ◇ SOSRC, ★ VS, ❖ SARC



This highlights some variability in service depending on where a victim lives, and significant gaps:

- Lack of services for victims of sexual violence living in West Essex – Harlow, Epping and Uttlesford. This issue emerged strongly from the Stakeholder Conference held on 14 March. There were 236 sexual offences reported in these areas in 2013,<sup>42</sup> and we know there will be many more who have not reported current or historic cases.
- Minimal and variable provision for Young People, depending on location, age and gender. The availability of specialist support is reliant on funding from local partners. Thurrock Unitary Council funds a dedicated ‘Early Offer of Help’ service for women with children on the edge of statutory intervention or already known to social care, and a young person’s sexual violence counsellor.<sup>43</sup>
- The ISVA service supports young people aged 13 and over, and the issue of support for under 12s was raised at the Conference. SOSRC covers girls only from 13 upwards. 44.5% of victims (763) recorded by Essex Police for 2013 are under 16.

Essex Police data includes 75 male victims of sexual offences over 16. Male victims over 18 (and 19 in the case of CARA) are referred to national helplines such as Survivors UK<sup>44</sup> by Rape Crisis Centres. Victim Support provides support for adult males. The Ministry of Justice has established a Male Rape Support Fund of £500,000, with a number of related activities aimed at raising awareness of male victims of rape and sexual abuse, and seeking people’s views on what type of support would be the most helpful.<sup>45</sup>

Having only one SARC covering the whole of Essex means that it is a long way to travel for many, for example a women living in Clacton would need to make a 108 mile round trip.

Other issues are waiting lists for counselling, and the untapped potential for greater investment in prevention, including awareness raising about healthy relationships in schools, and family therapy. There is also concern from specialist service providers about numbers of victims with additional vulnerabilities, the additional time it takes to support these people and the resulting pressures on providing help to others.

There are a number of systemic issues too:

- More services tend to be available for victims who have reported to the Police and probably for current rather than historic cases
- The current nature of funding for Rape Crisis Centres means that effort goes into making bids, longer term planning is difficult and the ability to move resources across an area to meet fluctuating demand is limited by the terms of any grants made to support victims in specific local areas

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<sup>42</sup> There were 157 victims recorded as living in West Essex, but the high number of cases where no home location was recorded means this figure is probably a less reliable indicator than where the offences took place.

<sup>43</sup> Thurrock also funds a floating support service in its area. All expire end March 2016 with an option to extend the EoH for 2 years. Thurrock CSP funds SV services, and Brentwood and Basildon CCG funds counselling for adults in Thurrock (expires end March 2015).

<sup>44</sup> According to SurvivorsUK, “Home Office Crime Reports estimate that there are more than 2 million adult male survivors of sexual violation in the UK. There are fewer than 20 services nationally that offer support to these men and SurvivorsUK is one of very few that do so exclusively. We currently assess more than 150 people per year for counselling services and receive more than 2500 calls to our helpline”.

<sup>45</sup> #breakthesilence campaign on social media; views on how to use the fund are currently being sought via Dialogue, an online crowd-sourcing tool

- There is minimal partner and local funding, and concern that statutory services are making referrals to Rape Crisis Centres, particularly in the case of children, without the underpinning resource to provide for this need<sup>46</sup>
- Pathways between ISVA provision and ongoing support can be an issue and, in the case of West Essex, Victim Support need to 'hold onto' cases as there is currently no specialist sexual violence service to refer to

The PCC has submitted a bid to the Ministry of Justice,<sup>47</sup> in collaboration with specialist support service providers, to build capacity in sexual violence services across Essex in the short term, pending further review as part of a sustainable strategy.

#### **Recommendations:**

- The level and nature of ISVA provision in Essex, and associated pathways to specialist 'wraparound' services, to be reviewed as part of the re-tendering of the SARC (Sexual Assault Referral Centre) contract with NHS England and partners
- The OPCC to continue to convene discussions with other agencies responsible for commissioning services across Essex to review levels of 'wrap around' provision to victims of sexual violence in the county, and in particular services for children and young people, and seek to establish more sustainable funding arrangements for these services
- The gap in provision of services to victims of sexual violence in West Essex to be addressed as a matter of urgency through the victims commissioning strategy
- The OPCC to work with other commissioners and service providers to consider how best to provide services for male victims of sexual violence

<sup>46</sup> Responses to Sexual Violence in Essex, Report by A G Cribb Consultancy March 2014

<sup>47</sup> Police and Crime Commissioner Competed Fund 2014/15, Ministry of Justice. Outcome known June/July.

## **4.2 Victims of domestic abuse**

### **4.2.1 National trends**

Domestic abuse by its nature often goes unrecognised and the full extent is not known. Like sexual violence, it disproportionately affects women who tend to be at higher risk of harm.

The 2012/13 Crime Survey for England and Wales included a self-completion module on intimate violence,<sup>48</sup> asked of adults aged 16 to 59 and covering experience of emotional, financial and physical abuse by partners or family members. 7.1% of women and 4.4% of men reported having experienced any type of domestic abuse<sup>49</sup> in the last year. Partner abuse (non–sexual) and stalking were the most common types of intimate violence: with 4% of women and 2.8% men experiencing the former and 4.1% of women and 1.9% of men the latter.

The most common response when asked how many times they had experienced abuse was 'don't wish to answer' (39% for females and 32% for males). When combined with 'don't know' response, over half of the respondents did not provide an answer to this question. 79% of victims told someone about the abuse, usually someone they knew. 21% had reported to the Police. Women were more likely to tell someone or report than men: 27% of women reported to the Police compared with 10% of men; 8% of women told Victim Support compared with 2% of men; and 4% of women contacted a helpline compared with 1% of men. The most common reasons given for not reporting to the Police were that the abuse was too trivial or not worth reporting (45%), it was a private matter (31%) and the victim did not think that the Police could help (18%). Where the Police did know, they took some sort of action in 75% of cases, warning the offender (43%), arresting the offender (24%) and charging the offender (18%). Where action was taken, 27% of cases made it to Court.

### **4.2.2 Essex Police data**

The following analysis is taken from a cohort of victims where a domestic abuse flag and risk level has been recorded by Essex Police during 2013.<sup>50</sup> In total there were 8,442<sup>51</sup> victims in this category in the year ending 31 December 2013, compared with 8,309 for the period ending December 2012.

**Table 20: 'Victims of Domestic Abuse' recorded by Essex Police by age group and gender, 2013**

<b>Age group</b>	<b>Female</b>	<b>Male</b>	<b>Total</b>
<b>0-15</b>	73	40	113
<b>16-24</b>	1,799	348	2,147
<b>25-34</b>	1,893	380	2,273
<b>35-44</b>	1,590	425	2,015
<b>45-54</b>	930	336	1,266
<b>55-64</b>	249	138	387
<b>65-74</b>	73	57	130
<b>75-84</b>	52	22	74
<b>85+</b>	14	3	17
<b>No age recorded</b>	13	4	20
<b>Total</b>	<b>6,686</b>	<b>1,753</b>	<b>8,442</b>

**Source: Essex Police Victim Profile, April 2014**

<sup>48</sup> Crime Statistics, Focus on Violent Crime and Sexual Offences, 2012/13: Chapter 4 Intimate Personal Violence and Partner Abuse, February 2014 (ONS)

<sup>49</sup> Definition includes partner abuse (non-sexual), family abuse (non-sexual) and sexual assault or stalking carried out by a former partner or other family member

<sup>50</sup> Data about individuals is derived from the domestic abuse flag/recorded risk level, so does not match Force figures on incidents quoted elsewhere

<sup>51</sup> Includes three cases where the victim was a commercial organisation, e.g., housing providers. Shows as 'no age recorded' and all standard/medium risk.

Females make up 79.2% of the total, males 20.8%. Most victims are in the age range 16-44 (76.2%), but there can be victims of domestic abuse at any age. The aging population, and rising instances of dementia, could mean that older people will increasingly form part of the profile of domestic abuse victims with the specific needs they have.

Of the 8,442 recorded victims, 19.9% (1,680) were high risk, 57.8% (4,879) medium risk and 22.3% (1,883) standard risk. The profile of high risk victims by age group and gender is:

**Table 21: High risk 'Victims of Domestic Abuse' recorded by Essex Police by age group and gender, 2013**

Age group	Female	Male	Total
0-15	19	10	29
16-24	426	25	451
25-34	474	40	514
35-44	329	38	367
45-54	184	31	215
55-64	45	16	61
65-74	10	7	17
75-84	16	5	21
85+	3	0	3
No age recorded	1	1	2
<b>Total</b>	<b>1,507</b>	<b>173</b>	<b>1,680</b>

Source: Essex Police Victim Profile, April 2014

Victims aged 0-15, 16-24 and 25-34 age categories were more likely to be assessed as high risk than the average (25.7%, 21% and 22.6% respectively), and women more likely than men to be high risk (89.7% females compared with 10.3% males).

The ethnic breakdown is White (92.6%), Black (3.4%), Asian (1.9%), Mixed (0.8%), Other (1.1%) and Not stated (0.2%). Although numbers are fairly small (158 in total), Asian victims were more likely to be high risk (29.1% compared with 19.9% overall).

There is provision on the Police system to 'tag' victims as a 'vulnerable victim' and also to 'tag' an offence as a hate crime. 6,322 (74.9%) were considered to be vulnerable, although this may be a feature of recording practice for domestic abuse cases, and 30 (0.4%) labelled as a hate crime. The recorded offence was as follows:

**Table 22: 'Victims of Domestic Abuse' recorded by Essex Police by level of risk and type of offence, 2013**

Crime type	High	Medium	Standard	Total
<b>Violence against the person</b>	1,329	3,939	1,370	<b>6,638</b>
<b>Arson and criminal damage</b>	82	502	262	<b>846</b>
<b>Public order</b>	57	163	50	<b>270</b>
<b>Sexual offences</b>	142	91	29	<b>262</b>
<b>Theft</b>	9	89	117	<b>215</b>
<b>Miscellaneous crimes against society</b>	30	61	11	<b>102</b>
<b>Burglary</b>	23	15	15	<b>53</b>
<b>Vehicle offences</b>	1	11	26	<b>38</b>
<b>Robbery</b>	5	5	2	<b>12</b>
<b>Possession of weapons</b>	2	3	1	<b>6</b>
<b>Total</b>	<b>1,680</b>	<b>4,879</b>	<b>1,883</b>	<b>8,442</b>

Source: Essex Police Victim Profile, April 2014

The following table indicates where the crimes took place and where the victims live. Data is also available on the level of risk by location, but the absence of data on the victim's home location (25.4% of victims) makes it difficult to draw conclusions about geographic variations.<sup>52</sup> 512 of the victims where a home location is not known were assessed as high risk.

<sup>52</sup> The main reason for victims' addresses not being recorded is thought to be that the victim has refused to provide it. Other factors may be 'no fixed abode' and not being able to attribute an address to a district.

**Table 23: Victims of Domestic Abuse recorded by Essex Police during 2013 by crime and home location**

Location	Basildon	Braintree	Brentwood	Castle Point	Chelmsford	Colchester	Epping	Harlow	Maldon	Rochford	Southend	Tendring	Thurrock	Uttlesford	Stansted airport	Out of Essex	Not known	Total
Crime	930	568	199	316	653	844	557	604	222	229	1115	1022	1018	155	10	-	-	8442
Victim	675	425	145	249	459	606	392	426	169	177	774	720	738	111	-	229	2147	8442

Source: Essex Police Victim Profile, April 2014

#### 4.2.3 Specialist service provider data

The types of services provided by specialist domestic abuse service providers vary across Essex but can be broadly described as:

- Education/awareness and ‘inreach’ services – raising awareness of domestic abuse, locating dedicated domestic abuse specialist workers in health settings, ‘Early Offer of Help’ targeting women with children on the edge of statutory social care intervention
- Outreach work and community/floating support – where specialist workers go out into communities to raise awareness, provide 1:1 and other emotional/practical support in the community, and short term help to those leaving a Refuge whilst they are vulnerable
- Refuges – crisis accommodation where a victim needs to physically remove themselves and their family from a high risk abusive situation
- Children’s services – support to children living in Refuges, including pre-school, practical and emotional support, play therapy
- Special programmes – related to resettlement, including recovery, employment, money management and property safety
- Specialist Independent Domestic Violence Advocates (IDVAs) – who help support high risk victims going through the Criminal Justice System (CJS), and increasingly offer support to those high risk victims not going through the CJS and pre-court<sup>53</sup>

MARACs (Multi-Agency Risk Assessment Conferences) are regular local meetings where information about high risk domestic abuse victims, i.e., those at risk of murder or serious harm, is shared between local agencies, and safety plans are drawn up to support the victim.

There are currently four specialist services in Essex, affiliated to ‘Women’s Aid’:<sup>54</sup>

- Basildon Women’s Aid – covering Basildon, Brentwood, Castle Point and Rochford
- Colchester and Tendring Women’s Refuge – covering Colchester and Tendring
- Safer Places – covering Braintree, Chelmsford, Epping, Harlow, Maldon, Southend, and Uttlesford
- Thurrock Women’s Aid – covering Thurrock

Victim Support also manages Independent Domestic Abuse Advocates.

<sup>53</sup> There are also some IDVA qualified staff working in outreach and community settings, and outreach staff working in more general advocacy roles

<sup>54</sup> There are no dedicated services for Brentwood, Castle Point and Rochford, with Basildon Women’s Aid tending to pick these up and Safer Places (Southend) covering Castle Point and Rochford

### Independent Domestic Abuse Advocates (IDVAs)

The following table shows how many specialist IDVAs are currently working in Essex, and how they are managed and funded. The role was introduced in response to the concern that high risk victims going through the Criminal Justice System (CJS) were being unsupported, and the service has been extended to support those not going through the CJS and to offer pre-trial support.

**Table 24: IDVA provision in Essex by location, victims supported and 'commissioning' funding**

Managed by	FTE	Provided for	Funding	Period covered
Victim Support <sup>55</sup>	5.5	Adults, high risk, going through CJS	PCC	End March 2015
	0.5 (proposed 1)	Adults, high risk, based in hospital	PCC (Victim Support)	6 months from when agreed (proposed 1 yr)
	6 new	Adults, high risk, extended to pre-charge	Joint commissioning (PCC, health, ECC, Southend and Thurrock)	End March 2015
Tbc	4 new	Focus on non-Police referrals	Joint commissioning	End March 2015
<b>Based in the Central Referral Unit (CRU):<sup>56</sup></b>				
Basildon Women's Aid	1	Adults, high risk, non CJS	PCC	PCC funding for one year from when agreed
Colchester and Tendring Women's Refuge	1		PCC	
Safer Places	1		Big Lottery	
Essex Police <sup>57</sup>	2		Basildon and Braintree DCs and PCC	

Source: Various

There will be joint commissioning of a strategic IDVA service across Essex, Southend and Thurrock from April 2015, with increased provision and improved outcomes.<sup>58</sup>

Data on referrals and the profile of those being supported by IDVAs across the county is fairly patchy and is being developed:

**Table 25: Referrals to Specialist IDVA Services in Essex, 2013/14**

Service provided	Victim Support	CRU based <sup>59</sup>
Total referrals	974	2,312
Number contacted <sup>60</sup>	763	517
Accepted support (any)	564	275
Referred to specialist service <sup>61</sup>	711	195
Female	94%	95% (estimate)

Source: Victim Support and the CRU

<sup>55</sup> Victim Support funded one FTE IDVA from October 2013 to March 2014, and are funding a 0.5 FTE support worker in the CRU until end June 2014

<sup>56</sup> The CRU was set up in Nov 2012 to provide a central point to risk assess domestic abuse cases

<sup>57</sup> Whole Essex Community Budget (WECB) pilot

<sup>58</sup> CAADA is currently doing a review of IDVA provision in Essex (due to report June/July 2014)

<sup>59</sup> The CRU based service started in October 2013, with only two IDVAs in place during the period reported on

<sup>60</sup> In Victim Support's case, of those not contacted most have had 3 or more attempts to contact in different ways.

<sup>61</sup> Victim Support data is any referrals or signposting made to other agencies; CRU based is subset of those accepted support

Further information is available on the profile of those supported by Victim Support IDVAs:

- 32% were aged 26-35, 27% aged 18-25 and 21% aged 36-45. 1.4% were under 18.
- areas with the highest numbers of referrals during 2013/14 were Southend (167), Colchester (112), Basildon (109), Tendring (104) and Thurrock (102)
- 91% of victims were recorded as being 'White British', 4.6% had a disability
- 8% retracted their statement post IDVA involvement, and 78% of prosecutions were successful

### Outreach, Refuge and other support

The following table summarises the current main 'commissioning' funding streams for the four Women's Aid organisations in Essex, with an idea of what they support and when they are due to end.<sup>62</sup>

**Table 26: Outreach, Refuge and other provision in Essex by main 'commissioning' funding streams**

	Volume	Funding	Period covered
<b>Basildon Women's Aid – women and accompanying children (usually up to 18, but flexible)</b>			
- Inreach (Hospital project)	28 hours	PCC	One year from start (Oct 2014)
- Outreach	N/a	Districts (4)	See note <sup>63</sup>
- Floating support	42 units	ECC	End 2015/16 (proposed)
- Refuge	28 units	ECC	End 2015/16 (proposed)
<b>Colchester and Tendring Women's Refuge - women and accompanying children (boys up to 18)</b>			
- Outreach	2 FTE	ECC Public Health <sup>64</sup>	Extended until March 2015
- Floating support	12 units	ECC	End 2015/16 (proposed)
- Refuge	21 units	ECC	End 2015/16 (proposed)
<b>Safer Places – men, women and children</b>			
- Inreach (GP Daisy project)	28 hours	PCC	One year from start (Oct 2014)
- Outreach	20 units	District (1)	One year from start (Apr 2014)
	32 units	Southend Unitary	End 2015
- Floating support	65 units	ECC	End 2015/16 (proposed)
- Refuge	62 units	ECC	End 2015/16 (proposed)
	22 units	Southend Unitary	End 2015
<b>Thurrock Women's Aid – women and accompanying children (boys up to 14 in Refuge)</b>			
- Outreach/floating support	N/a	Thurrock Unitary	End June 2015
- Refuge	15 units	Thurrock Unitary	End June 2015
- Early Offer of Help Drop in/STEPS	N/a	Thurrock Unitary	End March 2016 (option to extend for 2 years)
- Children's service	N/a	Thurrock Unitary	End June 2015
- Sanctuary scheme (property safety)	N/a	Thurrock Unitary	End May 2015

Source: Various

Approaches to service provision have developed slightly differently across Essex in response to local situations and strategies. For example, the emphasis in the Safer Places model is on in-reach provision, with a gateway/triage approach to assessing risk and needs and three tiers of community support to reduce the level of risk. Safer Places also has a C&G accredited centre with links to work experience. Basildon and Colchester and Tendring have developed children's services, with pre-school facilities, and Thurrock has also got a children's service and a range of targeted activities commissioned by Thurrock Unitary,

<sup>62</sup> ECC funding is based on a historic census of 'floating support' numbers and used to fund refuge and outreach services. Family Intervention Fund (FIF), formerly funded from Early Years funds also provided for children service for those in ECC funded Refuges – proposal to merge ECC funding. Other funding includes housing benefit where women entitled to this, grants, donations, fundraising.

<sup>63</sup> Commitment to 2014/15 secured with one district, another offering reduced grant, two others to commit

<sup>64</sup> Formerly funded by local PCT, now transferred to ECC Public Health

including an 'Early Offer of Help' therapeutic service for families with children on the edge of statutory intervention or already known to Children's Social Care.

The following three tables bring the disparate information about caseloads, referrals, demand and the nature of need together in a reasonably consistent way, but *care should be taken in drawing overall conclusions* from this information at this stage:<sup>65</sup>

- Outreach and floating support services
- Refuge services
- Specific programmes<sup>66</sup>

**Table 27: Outreach and floating support services for victims of domestic abuse in Essex, 2013/14**

	<b>Basildon Women's Aid</b>	<b>Colchester/Tendring (2012/13)</b>	<b>Safer Places</b>	<b>Thurrock Women's Aid</b>
Already registered	335	N/a	128	N/a
Referrals (new)	699	819	795	243
<b>Source of new referrals (%)</b>				
Police	28.8%	17%	38.0%	21.4%
Self	11.4%	44%	20.6%	20.6%
Refuge	10.6%	3%	5.8%	10.3% ( <i>internal</i> )
Social care	8.3%	10%	7.5%	16.0%
Voluntary agency	7.9%	N/a	N/a	1.2%
Health	6.6%	6%	6.3%	2.9%
Housing	4.7%	N/a	N/a	0.0%
Victim Support	3.9%	N/a	N/a	7.4%
CRU	3.7%	N/a	N/a	<i>Included in 'Police'</i>
IDVA	1.6%	N/a	N/a	2.9%
MARAC	0.7%	N/a	N/a	0.0%
Other	11.9%	20%	21.8%	15.6%
<b>Type support</b>				
Being worked with at any one time	493	405	300	216
<b>Counselling (women)</b>				
- number	64	N/a	59	<i>See note<sup>67</sup></i>
- sessions	669	N/a	542	
<b>Counselling (children)</b>				
- number	18	N/a	0	<i>As above</i>
- sessions	137	N/a	0	
<b>Length of support (<i>being worked with at any one time</i>)</b>				
Up to 30 days	54.8%	N/a	3.5%	11.1%
1-3 months	27.2%	N/a	6.5%	63.4%
4-6 months	9.0%	N/a	18.5%	24.5%
7-12 months	6.3%	N/a	60.5%	0.9%
Over 1 year	2.7%	N/a	11.0%	0
<i>Still receiving (31/3)</i>	<i>32.0%</i>	<i>N/a</i>	<i>N/a</i>	<i>15.3%</i>
<b>Number of outreach workers (FTE)</b>				
Support workers	5 <sup>68</sup>	3	5	2
Line manager	0.5	N/a	-	0.5
Community Liaison	-	N/a	-	0.4
Admin/referrals	1	N/a	2	0
<b>Floating Support (<i>resettlement/stay safe</i>)</b>				
Number women and children	86	40	<i>Included in outreach</i>	<i>136 women and 80 children (Included in outreach)</i>

**Source: Women's Aid organisations in Essex**

<sup>65</sup> This exercise has highlighted the variations in definitions used across the agencies, for example 'caseload', which we are starting to think of as 'being worked with at any one time'

<sup>66</sup> The information tends to cover planned programmes of either 1:1 support or self-development programmes, and excludes more informal ad hoc support provided by phone or in person at drop in facilities.

<sup>67</sup> Developing counselling services for Refuge and outreach, including collaboration with Thurrock Family Support service for children

<sup>68</sup> Includes 1 FTE based in the CRU as an IDVA role, helping to improve pathways with outreach services



A survey of women who had or were using Women's Aid services in Essex found that 55% (23) had experienced abuse over 100 times before they had contacted the police.<sup>69</sup> The needs of outreach clients are considered to be no less serious than those in Refuges. For example, 65% of referrals to Safer Places outreach and community services are high risk and only 10% standard.

**Table 28: Refuge provision for victims of domestic abuse in Essex, 2013/14**

	Basildon Women's Aid	Colchester/Tendring Women's Refuge	Safer Places	Thurrock Women's Aid
Buildings	4 <sup>70</sup>	2 <sup>71</sup>	8	1
Units	28	21	84	15
Bed spaces	78	73	205 + 34 cots	44
Occupancy	96% (est)	97%	97%	98%
Refuge full – unable to accommodate	40 (est)	71	30	Turning 2-3 calls a week away
Women	72	96	376	92
Children	121	152	347	82
<b>Referral source (as a % total women)</b>				
Outreach	31.9%	10% (2012/13)	1%	3.2%
Self	20.8%	31%	54%	32.6%
Other Refuges	12.5%	21%	1%	16.3%
Police	8.3%	10%	20%	8.6%
Housing	7.0%	7%	10%	7.6%
Social care	4.2%	11%	10%	11.0%
Health	4.2%	1%	1%	0.0%
IDVA	2.8%	N/a	N/a	7.6%
Victim Support	1.4%	N/a	N/a	5.4%
Other	7.0%	9%	4%	7.6%
<b>Number receiving counselling sessions</b>				
Women	24	N/a	<i>Included in outreach</i>	See note 63
Children	26	N/a	0	
Families	8	N/a	0	
<b>Length of stay</b>				
Less than 1 week	4.2%	17% (2012/13)	0%	2.0%
1 week – 1 month	9.7%	38%	0.5%	7.6%
1 – 3 months	15.3%	27%	4.0%	19.0%
3 – 6 months	6.9%	14%	14.0%	27.1%
6 – 12 months	13.9%	4%	41.0%	28.2%
Over 12 months	12.5%	N/a	20.0%	2.1%
Still resident (31/3)	37.5%	N/a	20.5%	14.0%

**Source: Women's Aid organisations in Essex**

<sup>69</sup> Police response to Domestic Abuse from a Victim's Perspective, Essex Police

<sup>70</sup> 12 units are based at the Crisis Centre, with on-site play and pre-school facilities for use of all clients; 16 in flats (11 in Basildon and 5 in Rayleigh).

<sup>71</sup> There is one disabled facility in the Colchester Refuge, with space for a carer

**Table 29: Other programmes for victims of domestic abuse in Essex, 2013/14**

	Basildon Women's Aid	Colchester/Tendring Women's Refuge	Safer Places	Thurrock Women's Aid
<b>Programmes/projects</b>				
Hospital/health based projects	Started April 2014 (15 referrals in April)	-	106 referrals since Oct 2013	-
Early Offer of Help - Drop In	-	-	-	240 women
- STEPs	-	-	-	90 women
Children's service	150 children (Refuge and outreach)	N/a	-	82 children
Personal development programmes (various)	471 attending	125 women (Freedom) 94 (Other programmes)	1,343 women (Freedom) 279 women (Recovery)	30 women (WISP)
Open Doors Employability	-	-	69 women	-
Made of Money	-	-	80 women	-
Legal surgery	56 attending (Refuge) and 535 (outreach)	50 attending	163 attending	-
Sanctuary scheme <sup>72</sup>	-	-	-	32 referrals 28 fitted

Source: Women's Aid organisations in Essex

#### 4.2.4 Current service provision and gaps

Provision of services for victims of domestic abuse are relatively well established in Essex, and currently being strengthened with an initial focus on increasing IDVA provision to more high risk victims. The following table provides an overview of provision across Essex, from the perspective of what is available to victims depending on where they live:

**Table 30: Specialist Services provided to Victims of Domestic Abuse across Essex**

Service	Basildon	Braintree	Brentwood	Castle Point	Chelmsford	Colchester	Epping	Harlow	Maldon	Rochford	Southend	Tendring	Thurrock	Uttlesford	Comments
<b>Inreach:</b> <sup>73</sup>															
- Health related	◇							○							
- Early offer of help													◆		
<b>Outreach/ floating support</b>	◇	○	◇	◇	○	□	○	○	○	◇	○	□	◆	○	
<b>Refuge</b>	◇	○	◇	◇	○	□	○	○	○	◇	○	□	◆	○	
<b>Key programmes</b>															
- Children's service	◇		◇	◇		□				◇		□	◆		
- Personal development	◇	○	◇	◇	○	□	○	○	○	◇	○	□	◆	○	
- Open Doors Employability		○			○		○	○	○		○			○	
- Made of Money		○			○		○	○	○		○			○	
- Legal surgery	◇		◇	◇		□				◇		□			
- Sanctuary													◆		
<b>Specialist IDVA</b>	★ ◇ +	★ ○ +	★ ◇	★ ◇	★ ○	★ □	★ ○	★ ○	★ ○	★ ◇	★ ○	★ □	★ ◆	★ ○	

Source: Women's Aid organisations in Essex

Key: ○ Safer Places, □ Colchester and Tendring Women's Refuge, ◇ Basildon Women's Aid, ◆ Thurrock Women's Aid, ★ Victim Support + Essex Police/Districts

<sup>72</sup> Usually delivered through Housing or Community Safety teams

<sup>73</sup> Inreach in this context is where a dedicated domestic abuse worker is embedded in a partner service, or there are targeted interventions for children most at risk

There is generally good coverage of services geographically across Essex for victims of domestic abuse, but we are not confident that we have *sufficient supply* to meet demand and there are opportunities to *strengthen prevention and outreach provision* in particular:

- Safer Places' 'Daisy' project was identified as an area of good practice at the Victim Conference, and could be replicated across the county, expanding into mental health and drug and alcohol settings, as could the 'Early Offer of Help' approach operating in Thurrock
- Preventative work in schools could be extended - providers say that when they do work in schools on teenage relationships, they get significant numbers of girls coming to them saying "*I'm in a relationship like that*"
- Provision for children is variable across the county, with some very good examples which could be extended. Counselling for children is reported to be hard to access when needed.
- Providers report that they feel like they are firefighting with resources they currently have for outreach services, that more emphasis is needed on providing ongoing support to families 'on the ground', and concern about meeting rising referrals as the CRU and hospital/health based projects become established.

In terms of specialist and potentially unmet needs, there are increasing numbers of older victims becoming known through the 'Daisy' project,<sup>74</sup> and providers say they do not have as many disabled women on their caseloads as they might expect, nor those with mental health and substance misuse issues. The needs of immigrant non-EU women without recourse to public funds may also be unmet.

Male victims of abuse tend to be referred to dedicated organisations such as Respect or Mankind, although there is some IDVA provision and general support through Victim Support. A reported 1 in 8 'Daisy' emergency disclosures are male, and there is a perception that it is harder for men to come forward, and usually when they are in crisis.

The relatively low level of support for those at medium or standard risk is also a concern

There are a number of systemic issues:

- Fragmented and insecure funding for the specialist providers affects planning of services and the retention of experienced staff. A major source is the old Supporting People/'floating support' money. Structural changes to health and the tendency of most local authorities to make short term grants and confirm these once the year has started, pose problems. There are also some restrictions about which geographic areas funding can be used in, which could cause problems e.g., resettlement.
- There is concern from some specialist providers about the IDVA role in terms of:
  - it straying from the original purpose to provide support to high risk victims through the Criminal Justice System
  - the focus on these roles at the expense of outreach provision
  - confusion about who is doing what

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<sup>74</sup> Safer Places will be doing further work during 2014/15 to understand the needs of older victims of domestic abuse (PCC Pathfinder Fund)

- the importance of a consistent pathway and timely referral to outreach services to provide ongoing support
- The level of Refuge space provision<sup>75</sup> is thought to be broadly sufficient overall, but given the historic allocation of funding there is likely to be over and under provision within the county. There are also concerns about the impact of changes in Local Authority commissioning for Refuge provision, with many across the country reducing or stopping funding, seeing provision as solely an accommodation issue. This increases demand in Essex.
- Partner relationships could be improved in terms of understanding and increased and more consistent referrals to services. Providers have commented on the relatively low levels of referrals from health, which when they *are* made, tend to be high risk, and the variable referral sources to providers across Essex indicate different relationships and practices locally, even within areas. Raising awareness and understanding for practitioners of the nature of domestic abuse, its impact and the importance of a victim being ready to address is a possible response, with providers keen to offer this.

There are some inappropriate referrals to Refuges of more complex cases involving housing, child welfare, mental health and substance abuse issues, and time is spent dealing with wider issues within families, especially for those in Refuges.

- From a victim's perspective their experience of the overall support process may be confusing, with potential involvement from the Witness Care Unit, Court Based Witness Service, Victim Support, IDVAs and specialist providers, and the duplication that might lead to in terms of assessments and the need to repeat information<sup>76</sup>
- There are also opportunities for commissioners to come together to jointly commission services for victims of domestic abuse, which is beginning to happen

#### **Recommendations:**

- The role of the IDVA to be more clearly defined, including arrangements for referrals to their services and when it is appropriate to refer on and who to - this will help determine levels of outreach services needed. This can be addressed through the new IDVA commissioning specification.
- The OPCC to convene discussions with other organisations with a responsibility for commissioning services to victims of domestic abuse in Essex to review levels of Refuge and outreach provision, including for services for children and young people and adults with additional vulnerabilities
- Further work should be done to raise awareness of the nature of domestic abuse with partners, and streamline the process for victims being supported through the Criminal Justice System
- The OPCC to work with other commissioners and service providers to consider how best to provide services for male victims of domestic abuse

<sup>75</sup> Combatting Violence against Women: Minimum Standards for Support Services, Council of Europe (2008) suggests there should be one family place per 10,000 women where shelters form part of a community strategy. This equates to 88 places in Essex.

<sup>76</sup> Some work has been done on this - A Domestic Abuse Victim's Journey: A Practitioners Workshop, Essex Police (February 2014)

## 5) FOCUS ON OTHER SPECIALIST NEEDS

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This section provides a focus on other specialist needs, typically where the areas are less well understood or there is a discrete group where it would help to have a distinct approach. It is a starting point only, intended to set the context and capture what we know about what is happening in Essex, and in many cases further work is needed.

There are clearly cross overs between areas of focus, e.g., the ‘*violence against women and girls*’ agenda includes sexual violence and domestic abuse, and vulnerable adults may be victims of different types of crime. Hate can be a motivating factor in many crimes.

The groupings are:

- violence against women and girls
- victims of hate crime
- vulnerable adults
- young victims of crime
- commercial and business crime
- victims of fraud

### **5.1 Violence against women and girls**

This is a developing national<sup>77</sup> and European policy area, aimed at addressing gender based violence. It includes sexual violence and domestic abuse, and widens the agenda to include a range of ‘hidden harm’ situations involving predominantly women and girls, such as trafficking, Female Genital Mutilation (FGM), forced marriage and ‘honour’ based abuse. Stalking is included here too.

We know that women and girls are more likely to be victims of sexual violence and domestic abuse than men, and a picture of volumes and needs is outlined earlier in this report (Section 4). We also know that there is under reporting of these types of crimes.

This section starts to explore the needs of victims of ‘hidden harm’ in Essex.<sup>78</sup>

#### **5.1.1 Human Trafficking/<sup>79</sup>Modern Slavery<sup>80</sup>**

*“In 2013 the UK Trafficking Centre received 1,746 referrals of potential victims of trafficking. This represents a 47% increase on 2012 totals, yet is believed to represent just a fraction of the problem”* (Essex Police leaflet: Human Trafficking, It’s Happening in Essex)

Of these 64% were for female victims, 26% related to children (46% of which were for sexual exploitation), most adult referrals related to sexual exploitation (45%) and labour exploitation (39%). 95% of victims of sexual exploitation were female, 75% of victims of labour exploitation were male. The top five most common countries of origin for victims were

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<sup>77</sup> Ending Violence against Women and Girls (VAWG) Strategy (Home Office)

<sup>78</sup> Men can also be victims of ‘hidden harm’ and this section includes data on male victims to provide a rounded picture. However, the numbers affected are not as high as for women, and the impact usually less serious.

<sup>79</sup> All three of the following must be present in order to meet the definition of trafficking, unless the person is under 18 when only the ‘act’ and ‘purpose’ are needed:

- The Act (what is done) – recruitment, transportation, transfer, harbouring or receipt of people
- The Means (how it is done) – threat or use of force, coercion, abduction, fraud, deception, abuse of power or vulnerability, or giving payments or benefits to a person in control of the victim
- The Purpose (why it is done) – exploiting the prostitution of others, sexual exploitation, forced labour, slavery or similar practices and the removal of organs or body tissue

<sup>80</sup> Draft Modern Slavery Bill, December 2103 (Home Office)

Albania, Nigeria, Vietnam, Romania and the United Kingdom. Essex's location and demography, being close to London with easy transport links through Stansted and Southend airports, Harwich and Tilbury ports, and towns with above average populations of at risk communities means that human trafficking is an issue in Essex.

'Trafficking' is a category in the 'sexual offences' crime type, but no victims were recorded against this in the Essex Police Victim Profile for 2013. Work has started in Essex to explore issues of trafficking and develop and improve responses, which should inform what services should be commissioned for victims of trafficking.

The Ministry of Justice and Home Office have a national contract with the Salvation Army to provide services to victims of trafficking.

### 5.1.2 Female Genital Mutilation (FGM)

It is estimated that up to 24,000 girls in the UK under the age of 15 are at risk of FGM, with communities most at risk including Kenyans, Somalis, Sudanese, Sierra Leoneans, Egyptians, Nigerians and Eritreans. Non-African communities that practice FGM include Yemeni, Afghani, Kurdish, Indonesian and Pakistani.<sup>81</sup> FGM is illegal in the UK.

The NSPCC FGM Helpline and ChildLine appear to be the promoted routes into support.

### 5.1.3 Forced marriage and 'honour' based abuse

The Forced Marriage Unit (FMU) is a joint Foreign and Commonwealth Office and Home Office unit set up in January 2005 to lead on the Government's forced marriage policy, outreach and casework. It operates inside the UK and overseas. Forcing someone to marry against their will became a criminal offence in June 2014.<sup>82</sup>

During 2013, the Forced Marriage Unit:<sup>83</sup>

- Gave advice or support relating to a possible forced marriage in 1,302 cases
- 15% of cases involved victims under 16 years, 25% aged 16-17, 33% aged 18-21, 15% aged 22-25, 7% aged 26-30 and 3% aged 31 and over
- 82% of cases involved female victims and 18% involved male victims.
- The main countries were Pakistan (42.7%), India (10.9%) and Bangladesh (9.8%)
- Within the UK the regional distribution was: London 24.9%, West Midlands 13.6%, South East 9.9%, North West 9.3%, Yorkshire and Humberside 6.8%, East Midlands 4.2%, East Anglia 3.5%, Scotland 2.9%, North East 2%, South West 1.6%, Wales 1.6%, Northern Ireland 0.3%. The region was unknown in 19.4% of cases.
- 97 cases involved victims with disabilities.
- 12 involved victims who identified as lesbian, gay, bisexual or transgender (LGBT)

### 5.1.4 Stalking and harassment

This is typically repeated and unwanted behaviour, usually from the same person, which causes alarm or distress to the victim. It can go on over a long period of time, making victims constantly anxious and afraid, and can build up slowly making it hard to recognise. 'Cyber-stalking' or online threats can be just as intimidating and physical threats.<sup>84</sup>

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<sup>81</sup> Female Genital Mutilation: the facts (Foreign and Commonwealth Office)

<sup>82</sup> Anti-Social Behaviour, Crime and Policing Act, March 2014. There will be a maximum penalty of 7 years for committing a forced marriage offence and 5 years for breaching a forced marriage protection order

<sup>83</sup> Forced Marriage Unit: Statistics January to December 2013 (Home Office/Foreign and Commonwealth Office)

## **5.2 Victims of hate crime**

Hate crime is defined as *'any criminal offence which is perceived by the victim or any other person to be motivated by hostility or prejudice towards someone based on a personal characteristic'*. The five monitored strands are race, religion/faith, sexual orientation, disability, and gender-identity. Crimes based on hostility to age, gender, or appearance can also be hate crimes, although they are not part of the five centrally monitored strands.

A 'hate incident' is any incident which may or may not be a crime that the victim or any other person perceives to be motivated by hostility.

### **5.2.1 National data**

There are an estimated 278,000 hate crimes each year for the five monitored strands.<sup>85</sup> The most commonly reported motivating factor was race (55.4%), the second religion (25.2%). The majority of hate crime incidents were for assault (with minor injury or no injury) and vandalism, which when combined made up around two-thirds of the hate crime estimate.

40% of hate crimes were reported to the Police, a similar level to the overall Crime Survey for England and Wales findings. Of those who did not report, 43% said that the reason was that the victim believed that the police would not or could not do much about it.

Nationally Police recorded 42,236 hate crime offences in 2012/13,<sup>86</sup> which suggests that far fewer offences came to their attention and were recorded than the numbers suggested by the Crime Survey.

### **5.2.2 Essex Police data**

According to Essex Police's Victim Profile, 1,007 records had a 'hate crime' tag attached in 2013, representing 1.1% of the total victims of notifiable crime. The breakdown is as follows:

**Table 31: Hate crime victims of notifiable crime by hate type and individual/company, 2013**

<b>Hate type</b>	<b>Individuals</b>	<b>Company</b>
Racial	781	11
Sexual orientation	103	1
Disability	59	1
Transgender	28	0
Religion	16	5
Honour based	2	0
<b>Total</b>	<b>989</b>	<b>18</b>

**Source: Essex Police Victim Profile, April 2014**

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<sup>84</sup> During 2013, Essex police recorded 1,330 victims of harassment and 8 victims of stalking. Both these categories are subsets of the 'violence against the person' crime type.

<sup>85</sup> An Overview of Hate Crime in England and Wales, 2011/12 and 2012/13, Home Office, Office for National Statistics and Ministry of Justice (December 2013)

<sup>86</sup> When recording a crime Police can 'flag' an offence as being motivated by one or more of the five centrally monitored strands

Of the 989 individuals who were victims of hate crime, 61% were male and 39% female. The majority were aged 25-44 (52%), with 6.3% under 15. The types of crime were as follows:

**Table 32: Hate crime victims of notifiable crime by crime type, 2013**

Crime Type	Number	Percentage
Public order	581	57.7%
Violence against the person	301	29.9%
Arson and criminal damage	101	10.0%
Theft	10	1.0%
Robbery	5	0.5%
Sexual offences	4	0.4%
Other	5	0.5%
<b>Total</b>	<b>1,007</b>	

Source: Essex Police Victim Profile, April 2014

All of the business hate crime related to arson and criminal damage.

Hate crime statistics are also being monitored by the Strategic Hate Crime Prevention Partnership,<sup>87</sup> which include crime and non-crime figures and an indication of repeat victims for both:

**Table 33: Hate crime victims of notifiable crime and non crime by type, 2013**

Hate type	Crime	Non-crime	Total
Racial	794	395	1,198
Sexual orientation	102	53	155
Disability	62	45	107
Transgender	28	17	45
Religion	21	17	38
Other/not recorded	103	40	143
<b>Total</b>	<b>1,110</b>	<b>567</b>	<b>1,686</b>
Repeat victims	261 (24%)	127 (22%)	388 (23%)

Source: Strategic Hate Crime Prevention Partnership

Of the 1,198 racial hate crimes, the majority are for African/Afro-Caribbean (395), then White northern European (341) and Asian (287).

### 5.2.3 Service provision

An important development in Essex is the establishment of a pilot network of Hate Incident Reporting Centres (HIRCs) and roll out from January 2014.<sup>88</sup> The HIRCs are designed to provide safe and accessible places where people can find it easier to report hate incidents, particularly for those who might find approaching the Police more difficult.

Annex B summarises services providing support to victims of hate crime, through recording incidents, helping with conflict resolution and representing special interests and needs. There appear to be a variety of routes into reporting hate crime, which is good in terms of encouraging people to report and seek help through the means most suitable to them, but could also lead to confusion, lack of clarity about the full picture of need and variable service responses.

<sup>87</sup> The aim of the Group is to prevent hate crime, promote the reporting of hate crime, increase access to support for victims and improve the operational response to hate crimes. It has an outline business plan, which includes the development of Restorative Justice options for hate crime.

<sup>88</sup> HIRCs pilots are running at Southend MENCAP, Chelmsford MENCAP, Craylands Activity Zone and Signpost in Basildon. The approach is being extended and evaluated (Pathfinder Bid).



Faith Matters, an organisation which is one of the members of the Victim Forum, have commented on heightened fear and anti-Muslim hate triggered by specific incidents, and the lack of culturally sensitive services that support Muslim women in particular, who are considered to be the main targets of street based anti-Muslim hate.

**Recommendations:**

- Continue to work with the Strategic Hate Crime Prevention Partnership to identify opportunities for improving services to victims of hate crime
- Consider opportunities for links to Restorative Justice responses
- Confirm and promote preferred routes for reporting hate crime and accessing support services in Essex; ensure able to draw on data about local needs

### **5.3 Vulnerable adults**

'Vulnerable adults' are defined under the Victim Code as '*Under 18 at the time of the offence or the quality of evidence likely to be affected because of mental health, learning difficulty, physical or sensory disability*', and have been recognised as needing enhanced services.

Essex Police define a vulnerable adult as '*a person who is or may be in need of community care services by reason of mental or other disability, age or illness: and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation*'.<sup>89</sup>

There is a 'tag' to record a crime where a victim is considered to be vulnerable. Of the 12,644 individuals recorded with this tag in the Essex Police Victim Profile data for 2013, 11,867 were aged over 16, 71% female and 29% male. 6,251 were flagged as domestic abuse cases, with 1,255 at high risk, and 224 flagged relating to hate crime.

The main crimes were violence against the person (50%), arson and criminal damage (13.1%), theft (12.4%), burglary (9.5%) and sexual offences (7%).

This section provides a focus on groups of vulnerable adults more likely to be victims of crime and who have not already been covered as a group elsewhere in the profile.

#### **5.3.1 People with mental health problems**

Research<sup>90</sup> co-ordinated by Victims Support and MIND found that people with severe mental health problems were:

- Three times more likely to be a victim of crime than the general population
- Five times more likely to be a victim of assault, which rises to ten times for women
- More likely to be a repeat victim of crime
- Far less likely to be satisfied with the service they receive

45% of people with severe mental illness (SMI) were victims of crime in the past year. 20% had experienced a violent assault, a third were victims of personal crime and a quarter were victims of a household crime. They reported very high rates of sexual and domestic violence, with 40% of women reporting being a victim of rape or attempted rape in adulthood, and 10% being a victim of sexual assault in the past year. Victims with SMI were up to four times more likely to be victimised by their relatives or acquaintances than those from the general population. 9% described crimes in psychiatric inpatient settings.

Whilst they were more likely to receive talking and practical help, none received crime prevention advice compared to 35% of the general population. Nearly half of SMI victims said they wanted further help and the greatest unmet needs were for practical or financial help, talking help and help with accessing the criminal justice system. They were as likely to report to the Police as others, but less satisfied with their treatment.

Those most at risk were considered to be those with less engagement with services, drug misusers and those with a history of being violent.

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<sup>89</sup> Policy B1400 – Protecting Vulnerable People (Essex Police)

<sup>90</sup> 'At Risk, yet Dismissed: the criminal victimisation of people with mental health problems', Victim Support and MIND, October 2013

### 5.3.2 People with learning disabilities

A survey<sup>91</sup> carried out to understand the risks people with learning disability in Essex face when they are out and about in their community found that 41% had been a target for abuse because of their disability, around 29% had been victims of crime and 18% had reported to the Police.

The question on uncomfortable touching and sexual harassment appears to have been asked alongside questions on bullying and threatening incidents rather than as a victim of crime: we know from the data on victims of sexual violence (Section 4.1) that people with learning disabilities are vulnerable to this type of abuse.

The findings have been published to show differences by gender experiences as follows:

**Table 34: Perceptions of crime and safety for people with learning disabilities in Essex**

<b>Topic</b>	<b>Male</b>	<b>Female</b>
<b>Target for abuse</b>	36%	47%
<b>Victims of crime</b>	29%	28%
• <b>Physical abuse</b>	5%	5%
• <b>Uncomfortable touching/sexual harassment</b>	8%	13%
• <b>Theft of personal items</b>	11%	8%
• <b>Theft from home</b>	5%	2%
<b>Reported to Police</b>	19%	17%
<b>Told someone knew</b>	63%	72%
<b>Did not tell anyone</b>	19%	11%
<b>Things have improved</b>	80%	75%

Source: Be Safer Project Report, August 2011

### 5.3.3 Older vulnerable people

Older people who need support with daily living or help with their finances can be more vulnerable to abuse and more likely to be targeted because of their perceived frailty, e.g., through financial fraud and bogus callers or distraction burglaries.

Although older people are less likely to be victims of the most serious crimes, the impact of the crime on their health and wellbeing can be more severe. With an aging population, and an increased incidence of dementia and frailty, elder abuse is likely to be a growing concern.

There were 7,254 victims of crime aged over 65 in Essex in 2013, representing 10.4% of total victims. 34.1% of these have been categorised as 'vulnerable', two thirds of which were females.

The following table provides an insight into the type of crime experienced, and how aging can make someone more vulnerable to certain types of crime. People over 65 are much less likely to be a victim of violent crime, but around twice as likely to be a victim of burglary and crime. The risk of theft increases significantly the older a person gets.

<sup>91</sup> Be Safer Project Report, August 2011 (Castle Point Association of Voluntary Services). The findings are based on the responses of 309 people with learning disability in Essex (42% response rate).

**Table 35: Police recorded victims of personal/household crime by crime type and aged over 65, 2013**

<b>Crime Type/age</b>	<b>65-74</b>	<b>75-84</b>	<b>85+</b>	<b>All ages</b>
<b>Burglary</b>	32.6%	34.8%	35.9%	16.1%
<b>Theft</b>	21.1%	28.3%	39.6%	19.1%
<b>Arson/criminal damage</b>	21.1%	19.0%	13.2%	15.6%
<b>Vehicle offences</b>	16.7%	10.2%	3.4%	15.7%
<b>Violence against the person</b>	6.6%	6.0%	6.4%	26.0%
<b>Other</b>	2.1%	1.7%	1.4%	7.5%
<b>Total</b>	<b>4,103</b>	<b>2,386</b>	<b>765</b>	
<b>Vulnerable tag</b>	<b>726</b>	<b>1,154</b>	<b>596</b>	

Source: Essex Police Victim Profile, April 2014

There are older victims of serious crimes too: 33 victims of sexual violence in 2013 in Essex and 221 victims of domestic abuse, 18.5% of which were high risk.

#### 5.3.4 Other vulnerable adults

There are many other situations where adults are vulnerable to being victims of crime, and where further research and discussion is needed into the situation in Essex. For example, homeless people are extremely vulnerable to crime, as are those under the influence of alcohol and drugs.

The particular needs of deaf people in Essex in respect of victimisation and access to support services are being assessed as part of a project being carried out by the Royal Association for the Deaf (PCC Pathfinder Fund).

## 5.4 Young victims of crime

### 5.4.1 National data

Nationally, there were an estimated 762,000 incidents of crime experienced by young people aged 10-15 in the year ending December 2013, with 12.3% saying that they had experienced victimisation in the last year.<sup>92</sup>

**Table 36: Crime experienced by children aged 10-15, year ending December 2013**

Type of crime	Number incidents	% Total	% victims once or more <sup>93</sup>
Violence	435,000	57%	6.7%
Personal theft	273,000	36%	5.8%
Vandalism to personal property	54,000	7%	1.0%
<b>Total</b>	<b>762,000</b>		<b>12.3%</b>

Source: Crime Survey for England and Wales, ONS

Just over two thirds (68%) of those experiencing violent crime had experienced violence with injury, affecting 4.5% of young victims although most of this was minor injury. Around 72% of thefts were classified as 'other theft' which includes theft of property left unattended.

12.3% of the Essex population aged 10-14 would be 12,687 young victims of crime,<sup>94</sup> with many more victims if the percentage is applied to all children and young people in Essex.

The 2012/13 Crime Survey publication included information about demographics of young victims of crime aged 10-15.<sup>95</sup> Although the percentage then was 12.7% rather than 12.3% for the year ending December 2013, the information on nature of incident by age, gender and other personal characteristics is interesting.<sup>96</sup>

**Table 37: Crime experienced by children aged 10-15 by personal characteristics, 2012/13**

Personal characteristic	Violence	Personal theft	Vandalism to personal property	All crime experienced
	Percentages			
All children aged 10-15	6.1	6.8	1.0	12.7
<b>Age</b>				
- Age 10-12	6.8	6.8	1.0	13.2
- Age 13-15	5.5	6.8	1.0	12.2
<b>Gender</b>				
- Boys	8.9	7.7	1.0	16.0
- Girls	3.2	5.9	0.9	9.1
<b>Ethnic group</b>				
- White	6.8	6.7	0.8	13.0
- Non-white	3.2	7.1	1.5	11.2
<b>Longstanding illness or disability</b>				
- Longstanding illness or disability	15.0	10.9	0.9	23.2
- No longstanding illness/disability	5.3	6.4	1.0	11.6
<b>Experience of bullying</b>				
- Bullied in last 12 months	18.3	13.2	2.2	29.8
- Not bullied in last 12 months	3.0	5.2	0.7	8.2

Source: Crime Survey for England and Wales 2012/13, ONS

<sup>92</sup> Crime in England and Wales Year Ending December 2013, Statistical Bulletin, ONS. Preferred measures, i.e., takes into account factors identified as important in determining the severity of an incident (such as relationship to the offender and level of injury or value of item stolen or damaged). Young persons' survey includes only personal not household crime.

<sup>93</sup> The reason violent incidents affected a similar proportion as for theft, whilst numbers were higher, is because they were more likely to have been repeated against the same victim

<sup>94</sup> The usually resident population aged 10-14 in Essex was 103,144 and 411,296 for ages 0-19 (2011 Census)

<sup>95</sup> Crime in England and Wales, year ending March 2013 – Annual Trends and Demographics (July 2013)

<sup>96</sup> Data is also available on household composition and area characteristics

Boys, those with longstanding illness or disability and those who have been bullied in the last 12 months are more likely to experience victimisation. Within the 10-12 age group, 10 year olds are noticeably high with 16.2% saying they have experienced victimisation. Young people in the white ethnic group are more likely to experience violence, whilst non-white ethnic groups are more likely to experience personal theft and vandalism.

Cyber bullying is a particular issue for young people, with an estimated 38% of young people affected.<sup>97</sup>

#### 5.4.2 Essex Police data

Essex Police Victim Profile data (year ending 31 December 2013) includes 3,767 victims of notifiable crime aged 0-15. Of these 53.5% are male and 46.5% female. 92.5% define their ethnicity as White, 3% (113) as Black, 1.5% (58) as Mixed, and 1.2% (44) as Asian.

The following table shows the breakdown of related offences by crime type. The majority (51.1%) were victims of violence against the person. Within this most were assault causing actual bodily harm (46%) and common assault and battery (42%).

**Table 38: Essex Police recorded victims aged 0-15 by crime type, year ending December 2013**

Crime type	Number	Percentage
Violence against the person	1,924	51.1%
Sexual offences	763	20.3%
Theft	730	19.4%
Robbery	169	4.5%
Public order	119	3.2%
Arson and criminal damage	27	0.7%
Other	35	0.8%
<b>Total</b>	<b>3,767</b>	

Source: Essex Police Victim Profile, April 2014

A fifth of young victims of crime were victims of sexual offences. In terms of other vulnerabilities, 3% (113) have a domestic abuse related tag, with 25.7% (29) high risk, 56.6% (64) medium risk and 17.7% (20) standard risk; 1.7% (63) have a hate crime tag; and only 20.6% (777) are categorised as a vulnerable victim.

#### 5.4.3 Service provision

Providing appropriate services to support young victims of crime is very important, both in terms of understanding young people's perceptions of victimisation and ensuring that they can access support services in ways that meet their needs. The OPCC has commissioned further work to help inform this, which is due to report in December 2014.<sup>98</sup>

Support for young victims of sexual violence and domestic abuse is provided by specialist service providers, and covered under Sections 4.1 and 4.2 of this profile. Specific service improvements for young victims have been identified in these sections.

#### **Recommendation:**

- The perspectives and needs of young people of all ages to be taken into account in designing services to support victims of crime, using learning from the 'Young Victim of Crime Perspectives' project, for example the 'Essex Victim Portal' to include specific section(s) for children and young people

<sup>97</sup> NSPCC [http://www.nspcc.org.uk/Inform/resourcesforprofessionals/bullying/bullying\\_statistics\\_wda85732.html](http://www.nspcc.org.uk/Inform/resourcesforprofessionals/bullying/bullying_statistics_wda85732.html)

<sup>98</sup> Specification for 'Young Victim of Crime Perspectives' project, June 2014

## **5.5 Victims of commercial and business crime**

### **5.5.1 National data**

The Commercial Victimization Survey provides information on the volume and type of crime committed against businesses in England and Wales across a number of sectors.<sup>99</sup>

There were an estimated 7.3 million incidents of crime in the twelve months prior to the survey(s), with an average of 24 incidents of crime per business across the sectors interviewed. The majority were in the retail and wholesale sector (81%), with 55% of crime in this sector relating to theft by customers. Theft accounted for 70.3% of all incidents. In addition there were 356,000 incidents on online crime, most of which (85%) were online viruses. These largely affected wholesale and retail businesses.

40% of the premises surveyed had experienced crime in the last 12 months, 9% had experienced online crime and 8% metal theft.

**Table 39: Percentage of premises experiencing crime in last 12 months by sector**

Type of crime/ Sector	Wholesale and retail	Accommodation and food	Art, entertainment and recreation	Agriculture, forestry and fishing	Manufacturing	Transport and storage	Total
<b>Theft</b>	28	17	18	9	9	15	20
<b>Burglary</b>	12	12	16	15	13	13	13
<b>Vandalism</b>	9	16	20	10	11	14	12
<b>Assaults and threats</b>	8	15	13	4	4	10	9
<b>Fraud</b>	11	8	7	3	5	7	8
<b>Vehicle related</b>	4	1	1	5	5	14	4
<b>Robbery</b>	4	2	1	0	1	3	3
<b>Total</b>	<b>45</b>	<b>42</b>	<b>45</b>	<b>30</b>	<b>30</b>	<b>40</b>	<b>40</b>
<b>Online crime</b>	<b>8</b>	<b>6</b>	<b>16</b>	<b>n/a</b>	<b>12</b>	<b>10</b>	<b>9</b>

Source: Commercial Victimization Survey, 2013

Information is also available from the Commercial Victimization Survey on the proportion of incidents reported to the Police. The highest rates of reporting were for theft of vehicles (100%), burglary with entry (83%), robbery (80%) and theft from vehicles (72%); the lowest (where the person was known) theft by employees (30%), vandalism (38%), assaults and threats (40%) and theft by customers (40%). 11% of online crime incidents were reported to the Police.

Those surveyed were also asked about the reasons for not reporting the most recent incident, and this information is available for specific crimes and reasons for the six sectors combined, but not in aggregate.

More detailed analysis of the 2012 Survey<sup>100</sup> showed that across the four sectors covered by the (2012) survey, business premises in urban areas experienced a rate of crime almost three times higher than premises in rural areas, with 15,500 incidents of crime per 1,000 premises in urban areas compared with 5,600 in rural areas.

<sup>99</sup> 2012 and 2013 Commercial Victimization Surveys, Home Office. The sectors changed over the two periods, and cover wholesale and retail; accommodation and food; arts, entertainment and recreation; agriculture, forestry and fishing; manufacturing and transportation and storage.

<sup>100</sup> Crime against businesses: detailed findings from the Commercial Victimization Survey, June 2013 (Home Office)

### 5.5.2 Essex Police data

There were 21,368 'company' victims of notifiable crimes recorded by Essex Police between 1 January 2013 and 31 December 2013, representing 23.4% of the total victims recorded.<sup>101</sup>

The largest proportion of commercial crime was 'theft' at 65.2%, in line with national trends.

**Table 40: Essex Police recorded victims of 'company' crime by crime type, year ending December 2013**

<b>Crime type</b>	<b>Number</b>	<b>Percentage</b>
<b>Theft</b>	13,926	65.2%
<b>Arson and criminal damage</b>	3,039	14.2%
<b>Burglary</b>	2,566	12.0%
<b>Vehicle offences</b>	1,654	7.7%
<b>Robbery</b>	77	0.4%
<b>Miscellaneous crimes against society</b>	95	0.4%
<b>Public order</b>	8	0.04%
<b>Violence against the person</b>	3	0.01%
<b>Total</b>	<b>21,368</b>	<b>100%</b>

Source: Essex Police Victim Profile, April 2014

In terms of impact, 87.5% of company victim of crimes were 'commercial organisations', but there were 103 charities, 186 clubs/societies, 187 religious organisations, 57 sports clubs and 21 youth organisations who were victims of crime in 2013.

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<sup>101</sup> Victim Profile, Crimes committed year ending 31 December 2013, Essex Police, April 2014. Data relates to individual victims of 'Notifiable Crime' within Essex Police jurisdiction, so excludes Transport Police and Army Bases. Also excludes incidents and fraud offences, which are reported on separately.



## 5.6 Victims of fraud

The extent of fraud is hard to measure as it is a deceptive crime, often targeted at organisations rather than individuals. In 2013 there were 207,252 fraud offences recorded by Action Fraud in England and Wales,<sup>102</sup> an increase of 25% from 2012. This accounts for 5.6% of total police recorded crime.

An indication of the type of fraud reported to Action Fraud nationally is as follows:

**Table 41: Fraud offences recorded by Action Fraud, year ending December 2103**

Fraud type	Examples	Number	Percentage
<b>Non-investment fraud</b>	Online shopping/auctions Computer software service Door to door sales/bogus tradesmen	81,369	40.2%
<b>Advance fee payments</b>	Lottery scams, rental fraud	38,809	19.2%
<b>Banking/credit industry</b>	Cheque, card, on-line bank accounts	24,522	12.1%
<b>Computer misuse crime</b>	Computer virus/malware/spyware, hacking	21,908	10.8%
<b>Financial investments</b>	Ponzi schemes, time shares	4,074	2.0%
<b>Telecom industry fraud</b>	Misuse of contracts	2,579	1.3%
<b>Corporate fraud</b>	Employee, procurement	1,657	0.8%
<b>Other fraud</b>	Abuse of position, insurance fraud, pension fraud, charity fraud, HMRC/DWP fraud, application for grants	27,378	13.5%
<b>Total</b>		<b>202,296</b>	

Source: Crime in England and Wales, Year ending December 2013

The highest volume fraud offences nationally are online shopping and auctions (19.6%), 'other advance fee frauds' (10.4%) and cheque, plastic card and online bank accounts (9%).

In addition there were 309,880 reports of fraud in the UK to the National Fraud Intelligence Bureau (NFIB) from industry bodies, most of which (87%) were banking and credit industry fraud.<sup>103</sup>

The level and type of reported fraud in Essex is as follows:

**Table 42: Action Fraud Reporting Statistics for Essex, 'last five months'**

Fraud type	Number	Percentage
<b>Cheque, plastic card and online bank accounts</b>	901	26.0%
<b>Application fraud (excluding mortgages)</b>	757	21.9%
<b>Other fraud (not covered elsewhere)</b>	698	20.2%
<b>Online shopping and auctions</b>	692	20.0%
<b>Banking and credit industry fraud</b>	412	11.9%
<b>Total</b>	<b>3,460</b>	

Source: Action Fraud website, June 2014

Action Fraud currently has a contract with Victim Support to provide emotional support and practical help to victims of fraud. When a fraud is reported the victim will be given the option for their contact details to be passed to Victim Support.

Commercial fraud is covered in more detail under the Section 5.5.

<sup>102</sup> Action Fraud is the public facing national fraud and cyber crime reporting centre, and took over the recording of fraud offences from police forces in April 2013 on a phased basis. Data for 2013 therefore includes some police recorded fraud. Essex 'go live' date was December 2012. Action Fraud moved to the City of London Police in April 2014, and works closely with the National Fraud Intelligence Bureau (NFIB).

<sup>103</sup> There may be some double counting in the Action Fraud and NFIB data sources, which ONS is investigating

Victim Conference Stakeholder Mapping Exercise: Enhanced service provision - Victims of serious crime<sup>104</sup>

Which services already exist and where? (Essexwide unless specified)	Which needs are largely met?	Which needs are largely unmet?	What works and why?
<p>Victim Support</p> <p>County Witness Care (Essex Police)</p> <p>Young Witness Programme (provided by the Witness Service)</p> <p>Statutory Victim Contact Service for victims of violent and sexual offences - sentences of 12 months or more (currently Essex Probation, National Probation Service from June 2014)</p> <p>Knife Crime homicide <a href="http://www.KnifeCrimes.org">www.KnifeCrimes.org</a></p> <p>CARA (Centre against Rape and Abuse)</p> <p>SERICC (South Essex Rape and Incest Crisis Centre)</p> <p>Southend on Sea Rape Crisis</p> <p>Basildon Women's Aid</p> <p>Colchester and Thurrock Refuge Safer Places</p> <p>Thurrock Women's Aid</p>	<p>Emotional and practical support</p> <p>Witness support</p> <p>Homicide service</p> <p>High risk domestic abuse thought to be fairly well covered</p> <p>Domestic abuse Refuge, outreach provision (centres/workers) and CBT work</p> <p>Specialist counselling, advocacy and therapy services for victims of sexual violence and rape (children and families, young people and adult women)</p> <p>ISVA services (Independent Sexual Violence Advocates)</p> <p>IDVA services (Independent Domestic Violence Advocates)</p> <p>Dedicated Police Family Liaison Officer provided for manslaughter, murder and fatal road crash victims' families, to ensure informed on progress of case</p> <p>Police work with IDVAs/ISVAs and victim to ensure informed on case progress</p> <p>Advocacy for secondary victims of knife homicide</p>	<p>Support for young people, including under 12s</p> <p>Families of people who die in care or hospital where service failure is suspected – need support through Inquiry or Investigation</p> <p>Elderly/vulnerable victims of financial abuse</p> <p>Mental health, learning difficulty, vulnerable adults, LGBT, honour based, FGM etc</p> <p>Many victims of hate crime around racism reluctant to come forward</p> <p>Volume of sexual violence referrals</p> <p>Gap in sexual violence support in West Essex</p> <p>No rape crisis provision in Harlow</p> <p>Young victims of sexual violence – gaps in therapeutic delivery</p> <p>Adult male offenders who have been sexually abused as children (considered to be many from Probation experience)</p> <p>More sex education in schools targeted for boys and girls separately</p> <p>SARC provision not countywide/not enough ISVAs</p>	<p>Services which don't blame victims of crime for what they've been through</p> <p>Services working together</p> <p>Victim Support providing gateway to other services</p> <p>Peer support for those bereaved by homicide, e.g., KnifeCrime.org</p> <p>Specialist services trained in understanding all aspects of sexual violence</p> <p>Counselling and therapeutic services for women, children and young people who are victims of rape and sexual violence <i>CARA: "survivors tell us it works!"</i></p> <p>Safer Places <b>Daisy Project</b> – domestic abuse services within health settings in West Essex (GP surgeries, A&amp;E and maternity) – 3-4 disclosures a day in A&amp;E</p> <p>Specialist children's services based in domestic violence setting (pre-school)</p> <p>Outreach services for domestic violence</p>

<sup>104</sup> Close relative bereaved by criminal conduct, victim of domestic violence, hate crime, terrorism, sexual offences, human trafficking, attempted murder, kidnap, false imprisonment, arson with intent to endanger life, and wounding or causing grievous bodily harm with intent.

Which services already exist and where? ( <i>Essexwide unless specified</i> )	Which needs are largely met?	Which needs are largely unmet?	What works and why?
<p>Sanctuary scheme (<i>Harlow and Epping DCs</i>) for high risk domestic abuse</p> <p>Domestic abuse pilot (Braintree and Basildon)</p> <p>J9 and other initiatives (<i>Epping DC</i>) – early intervention for domestic abuse</p> <p>Adult safeguarding staff within Social Services</p> <p>Neighbourhood Watch (NhW)</p>	<p>Integrated support through Criminal Justice System</p> <p>Training for signposting help for victims of domestic abuse; upgrading physical security measures</p> <p>NhW can help victims understand how they can become victims, e.g., scams</p>	<p>Specialist support for adults with learning disabilities, particularly as victims of sexual abuse</p> <p>No support for sexualised behaviour where no conviction</p> <p>Better understanding by statutory services (schools, police, social care) of the impact of sexual violence</p> <p>Volume of domestic abuse</p> <p>More domestic abuse outreach services</p> <p>Domestic abuse services countywide in health settings</p> <p>Support for older victims of domestic abuse</p> <p>Children and young people witnessing and/or being in homes with domestic abuse</p> <p>Lack of specialist domestic violence services for male and minority group victims</p> <p>IDVA provision across county</p>	<p>IDVA services</p> <p>Expansion of J9 initiative countywide – early intervention for domestic violence</p>

Victim Conference Stakeholder Mapping Exercise: Enhanced service provision - Most persistently targeted<sup>105</sup>

Who and why?	What are their needs?	Which services exist?	What works and why?
Young vulnerable	Ask them	Crimestoppers –guaranteed anonymity, no personal details	Victim Support: funding, good communications, partnership working, research on what works
Teenagers in transition, particularly those perceived to be ‘problematic’	To feel safe to come forward – trust the authorities (needs work), no fear of retribution	Victim Support – practical/emotional support, gateway/signpost to other services	With Neighbourhood Watch people feel more positive to tackle crime
Looked after/care leavers	To be understood	Women’s Safety Officers linked to domestic abuse perpetrator programmes ( <i>currently Essex Probation, Essex Community Rehabilitation Company from June 2014</i> )	Children’s services such as Child Line, NSPCC and Barnardos have expertise in area and trusted by victims
Migrant workers	Listen to them, identify what makes them vulnerable and how can reduce risk	Encourage involvement with Neighbourhood Watch – join a scheme or set up a new one	Show Racism the Red Card – tackling the issues in schools, dispelling myths and stereotypes, challenging discrimination, being open and responsive
Women who do not have English as first language	Immediate targeted practical and emotional support following crime	Make better use of the Faith Sector	
Elderly and vulnerable	Trust and continuity, ongoing support	Councils can take reports of crime, ASB, elder abuse	
Isolated lonely older people with limited resources	Feel safe and informed – consistent point of contact, reassurance that previous incidents have been taken into account	Safer Places, Women’s Aid	
Those with poor mental health and/or learning and physical disabilities, especially those who fall outside of support services	Peer support	Show Racism the Red Card ( <i>Southend based, covers Essex and SE England</i> ) support to communities where racism prevalent by working to change opinions and views of those whose behaviour may escalate from abuse to serious physical attacks	
Victims of domestic abuse, including children and young people witnessing and/or living in domestic violence situations	Education, healthy relationships, help to identify threats, risky behaviour, self-esteem/confidence building		
Victims of sexual violence	Children and young people witnessing domestic violence – understanding and emotional support		
People living in the most deprived and poorest communities	Support and funding for victims of persistent ASB – often reported through LA Housing		
Small businesses, including ‘corner shops’			

<sup>105</sup> Targeted repeatedly as a direct victim of crime over a period of time, particularly if have been deliberately targeted or a victim of a sustained campaign of harassment or stalking. Whether someone qualifies as ‘persistently targeted’ depends on the nature of the offence(s) and their individual or personal circumstances

Who and why?	What are their needs?	Which services exist?	What works and why?
<p>Small and large business – loss of business re: young people gathering outside/causing nuisance</p> <p>ASB victims because of neighbour disputes</p> <p>Black, Asian and minority ethnic groups Gypsy Roma Traveller communities, LGBT</p> <p>Muslim groups and individuals</p> <p>People living on the streets</p>	<p>Language barriers and cultural awareness, e.g., migrant workers and travellers</p> <p>Scams – often targeted at elderly and frail</p> <p>Property crime – those who do not take proper precautions, make people more security conscious</p>	<p>Mencap</p> <p>Child Line, NSPCC, Barnados</p> <p>British Red Cross operate a scheme in Beds and Thames Valley to support victims of distraction burglary and other serious crimes immediately after the crime (<i>Operation Whirlwind</i>)</p>	

**Victim Conference Stakeholder Mapping Exercise: Enhanced service provision - Most vulnerable and intimidated<sup>106</sup>**

Who is most likely to become a victim of crime?	What are their needs?	Which services already exist and where?	What works and why?
Isolated people – physically and socially	Ask them what they want, don't assume - one size doesn't fit all, need to be flexible to needs	Safer Places, Women's Aid (refuges, outreach)	Well established and specialist domestic abuse support, one to one, locally accessible groups and programmes to enhance knowledge gained from CBT
People with learning difficulties, physical and sensory disability and/or mental health issues	Reduce fear of retribution and fear of 'the system'	Daisy Project – training health professionals (GPs, A&E and maternity) to 'ask the question', with clear pathways for referral for domestic abuse situations	Independent domestic violence advocates and community outreach workers across county
People who are different	Easy to report	CARA, SERICC (Rape Crisis Centres)	Group work/workshops with children and young people on domestic violence awareness raising
Young people	Single point of contact when dealing with 'the system' (Police, Courts, Social Services etc)	Women's Safety Officers linked to domestic abuse perpetrator programmes ( <i>currently Essex Probation, Essex Community Rehabilitation Company from June 2014</i> )	Essex wide services from Victim Support
Older people	To have a clear overview of how the criminal justice system works and responsibilities before make statement	Hate Incident reporting centres	Show Racism the Red Card – workshops aimed at vulnerable groups and communities, inspirational workers who have experienced racism, mixing a preventative approach with support for victims, training for workers from Police specialists in hate crime.
People already vulnerable, e.g., social circumstances, ability, identity	To be kept informed of progress of investigation	Hate crime ambassadors embedded in services for people with learning disabilities	
Vulnerable women and children	Reassurance that something will be done	Mind, Mencap	
Victims of domestic abuse	Action and law enforcement	Victim Support	
Children where parents have problems (domestic violence, mental health, substance misuse)	Be informed and have access to special measures in Court to help give evidence (early applications made)	Keep Safe project	
Children and young people witnessing/living with domestic violence	Being listened to, respected, believed and understood	Crimestoppers – anonymous, no personal details, works	
Young offenders are often victims of crime themselves	Confidentiality	Schools programmes	
	Immediate support and referral to pathways for specialist support	Show Racism the Red Card – services across Essex and South East	

<sup>106</sup> Vulnerable: a) under 18 at time of offence or b) quality of evidence likely to be affected because of mental health, learning difficulty, physical or sensory disability  
 Intimidated: quality of evidence likely to be affected because of fear or distress about testifying in court due to behaviour towards victim from accused and associates; nature and alleged circumstances of offence; victim's age, social and cultural background

Who is most likely to become a victim of crime?	What are their needs?	Which services already exist and where?	What works and why?
<p>Deaf people who use sign language</p> <p>Victims of gender based violence (domestic violence, trafficking, honour violence, forced marriage and FGM)</p> <p>People who's first language is not English - may not understand laws and processes</p> <p>Roma community</p> <p>Black, Asian and Minority Ethnic groups</p> <p>Muslim communities</p> <p>LGBT community</p>	<p>Specialist services tailored to own needs</p> <p>Early investigation and knowledge around domestic abuse</p> <p>Able to access services relevant to need locally and not the other side of the county</p> <p>Understand complexities of domestic environment (abuse/violence)</p> <p>Opportunities for peer support</p> <p>Young offenders – build faith in justice system so feel more able to report crimes against themselves</p> <p>Forced marriage and gender based violence “<i>on the increase in Essex</i>”</p> <p>Sustainable support for women coming out of prison or mental health secure services</p> <p>To have a clear understanding of processes, their rights and what they can expect from victim support services</p> <p>Trained professionals, statutory and non statutory</p> <p>Someone to advocate on their behalf in own language</p> <p>People who speak (sign) my language People who understand my life, barriers and challenges</p> <p>Continuity of support to build trust</p> <p>Start to finish process through Criminal Justice System</p>	<p>Essex Coalition of Disabled People (ECDP) – enhancing lives of disabled people</p> <p>Visit over 60s clubs on crime prevention</p> <p>Local support groups, e.g., Fellowship of Greenshoots Colchester</p> <p>Accessible places such as Libraries, Council Offices etc?</p> <p>British Red Cross operate a scheme in Beds and Thames Valley to support victims of distraction burglary and other serious crimes immediately after the crime (<i>Operation Whirlwind</i>)</p>	

## Main victim service providers covering Essex

Organisation/resource	Services provided	Areas covered
Victim Support <a href="http://www.victimsupport.org.uk">www.victimsupport.org.uk</a>	General support to those affected by crime Specialist sexual violence and domestic violence services Victims of fraud	England and Wales
Support after Murder and Manslaughter <a href="http://www.samm.org.uk">www.samm.org.uk</a>	Peer support to families bereaved by murder or manslaughter	UK Helpline
Brake <a href="http://www.brake.org.uk">www.brake.org.uk</a>	Support to bereaved families of culpable road deaths (MoJ funding extended to end March 2016)	UK Helpline
Centre for Action on Rape and Abuse (CARA) <a href="http://www.caraessex.org.uk">www.caraessex.org.uk</a>	Specialist sexual violence services	Braintree, Chelmsford, Colchester, Maldon and Tendring
South Essex Rape and Incest Crisis Centre (SERICC) <a href="http://www.sericc.org.uk">www.sericc.org.uk</a>	Specialist sexual violence services	Basildon, Brentwood and Thurrock
Southend on Sea Rape Crisis (SOSRC) <a href="http://www.sosrc.org.uk">www.sosrc.org.uk</a>	Specialist sexual violence services	Castle Point, Rochford and Southend
Oakwood Place (Sexual Assault Referral Clinic) <a href="http://www.southessex.nhs.uk/content.asp?page_id=489">www.southessex.nhs.uk/content.asp?page_id=489</a>	Specialist sexual violence services (forensics)	Essex (located in Brentwood)
Survivors UK <a href="http://www.survivorsuk.org">www.survivorsuk.org</a>	Support for men who have been raped or sexually abused	UK Helpline London based
Basildon Women's Aid <a href="http://www.basildonwa.org">www.basildonwa.org</a>	Specialist domestic abuse services	Basildon, Brentwood, Rochford and Castle Point
Colchester and Tendring Women's Refuge <a href="http://www.colchester-refuge.org.uk">www.colchester-refuge.org.uk</a>	Specialist domestic abuse services	Colchester and Tendring
Safer Places Domestic Abuse Victim Support <a href="http://www.saferplaces.co.uk">www.saferplaces.co.uk</a>	Specialist domestic abuse services	Southend, West Essex, Braintree and Chelmsford
Thurrock Women's Aid <a href="http://www/thurrock-wa.org/">www/thurrock-wa.org/</a> (under construction)	Specialist domestic abuse services	Thurrock
Paladin National Stalking Advocacy Service <a href="http://www.paladinservice.co.uk">www.paladinservice.co.uk</a>	Stalking advice and advocacy	England and Wales



Organisation/resource	Services provided	Areas covered
Respect/Men's Advice Line <a href="http://www.respect.uk.net">www.respect.uk.net</a> <a href="http://www.mensadvice.org.uk">www.mensadvice.org.uk</a>	Work with domestic violence perpetrators, male victims (Men's Advice Line, training, toolkits and events for practitioners), and young people	UK Helpline
ManKind <a href="http://www.mankind.org.uk">www.mankind.org.uk</a>	Support for male victims of domestic violence and abuse	UK Helpline
Broken Rainbow LGBT Domestic Violence Service <a href="http://www.broken-rainbow.org.uk">www.broken-rainbow.org.uk</a>	Support for LGBT people experiencing domestic abuse	UK Helpline
Freephone 24hr National Domestic Violence Helpline <a href="http://www.nationaldomesticviolencehelpline.org.uk">www.nationaldomesticviolencehelpline.org.uk</a>	Support for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf	UK Helpline
The Hideout <a href="http://www.thehideout.org.uk/default.aspx">www.thehideout.org.uk/default.aspx</a>	Website offering information and advice about domestic abuse to children and young people ( <i>run by Women's Aid</i> )	UK Website
Essex Change <a href="http://www.essexchange.org">www.essexchange.org</a>	Community based prevention programme for men who want to stop being abusive towards intimate partners. Also work with female perpetrators.	Herts and Essex ( <i>Groups in Basildon, Chelmsford, Colchester, Harlow and Southend planned</i> )
Salvation Army <a href="http://www.salvationarmy.org.uk/uki/trafficking">www.salvationarmy.org.uk/uki/trafficking</a>	Support to victims of human trafficking ( <i>national contract</i> )	England and Wales
NSPCC <a href="http://www.nspcc.org.uk/">www.nspcc.org.uk/</a>	Protecting children FGM Helpline <sup>107</sup> ChildLine helpline	UK
Forced Marriage Unit <a href="http://www.gov.uk/stop-forced-marriage">www.gov.uk/stop-forced-marriage</a> <a href="http://www.gov.uk/government/publications/survivors-handbook">www.gov.uk/government/publications/survivors-handbook</a>	Helpline Prevention and leaving advice, and practical support	UK and overseas
Karma Nirvana <a href="http://www.karmanirvana.org.uk">www.karmanirvana.org.uk</a>	Support for victims of sexual violence and victims of forced marriage and honour based abuse	UK Helpline
Stop Hate UK <a href="http://www.stophateuk.org">www.stophateuk.org</a>	General Hate Crime reporting service ( <i>not for Essex</i> ) Stop Learning Disability Hate Crime initiative ( <i>MoJ funding to end September 2014</i> )	England and Wales
True Vision <a href="http://www.report-it.org.uk/your_police_force">http://www.report-it.org.uk/your_police_force</a>	Hate crime reporting and support ( <i>links to local Police Force</i> )	England and Wales

<sup>107</sup> The Government has published a statement opposing FGM, available in different languages and explaining what it is, that it is illegal in this country and the penalties [www.gov.uk/government/publications/statement-opposing-female-genital-mutilation](http://www.gov.uk/government/publications/statement-opposing-female-genital-mutilation)

<b>Organisation/resource</b>	<b>Services provided</b>	<b>Areas covered</b>
Show Racism the Red Card <a href="http://www.srtrc.org">http://www.srtrc.org</a>	Anti-Racism education	UK and operating in Essex
Tell Mama <a href="http://www.tellmamauk.org">www.tellmamauk.org</a>	Reporting anti-muslim attacks	UK
Faith Matters <a href="http://www.faith-matters.org">www.faith-matters.org</a>	Conflict resolution on faith related issues	Global, local
MIND (various) <a href="http://www.mind.org.uk/">www.mind.org.uk/</a>	Mental health related issues	National, regional and local
MENCAP (various) <a href="http://www.mencap.org.uk/">www.mencap.org.uk/</a>	Learning disability related issues	National, regional and local
Be Safer Project <a href="http://www.besaferessex.org.uk/">www.besaferessex.org.uk/</a>	Helping people with learning disabilities feel safer in Essex	Essex
Age UK <a href="http://www.ageuk.org.uk">www.ageuk.org.uk</a>	Vulnerable older adults – guidance on home safety and security, and protection from abuse	UK
Action on Elder Abuse <a href="http://www.elderabuse.org.uk/">www.elderabuse.org.uk/</a>	Protecting/preventing abuse of vulnerable older adults	UK and Ireland
The Silver Line <a href="http://www.thesilverline.org.uk">www.thesilverline.org.uk</a>	Helpline for older people <i>(focus on isolation/ loneliness – often factor in elder abuse)</i>	UK
Autism Anglia <a href="https://www.autism-anglia.org.uk/">https://www.autism-anglia.org.uk/</a>	Autism related issues	Essex, Suffolk, Cambridgeshire and Norfolk (offices in Colchester)
SAFE – Supporting Asperger Families in Essex <a href="http://www.aspergers.org.uk/">http://www.aspergers.org.uk/</a>	Asperger syndrome issues	Essex
Report Fraud and Internet Crime <a href="http://www.actionfraud.police.uk/">http://www.actionfraud.police.uk/</a>	National fraud and financially motivated internet crime reporting Centre. Police crime reference number is provided.	UK