

PFCC Decision Report

Please ensure all sections below are completed

Report reference number: 139/18
Classification Not protectively marked
Title of report: Restorative Justice and Mediation website pages amendments
Area of County/Stakeholders affected: Countywide
Report by : Emma Goddard Date of report: 28 th September 2018 Enquiries to: emma.goddard@essex.pnn.police.uk

1. Purpose of report

- 1.1. To approve the allocation of £4,420 for Viewpoint Marketing to make amendments to the PFCC website to improve navigation, ease of use and accessibility for users of the Restorative Justice and Mediation section of the website.

2. Recommendations

- 2.1. Approve the allocation of £4,420 for amendments to the PFCC website to improve the user experience for professionals and public accessing the site for Restorative Justice and Mediation information.

3. Benefits of Proposal

- 3.1 Having a section of the website dedicated to Restorative Justice and Mediation (rather than the one page which currently exists) would allow users to clearly and easily find the information that they need. This is particularly prudent for victims who are deciding whether to take part in a restorative process and want to easily find information about what to expect.
- 3.2. The website will also have a 'contact us' section which will forward RJ and mediation queries directly to the RJ team, and save unnecessary processing and time spent by OPFCC office staff.
- 3.3 Referrers, such as police officers, will be able to use the website to explain the process to victims and perpetrators when considering an appropriate outcome, which will allow better compliance with the Victims' Code of Practice.

4. Background and proposal

- 4.1. The current website is very useful platform for a wealth of information relating to the responsibilities and activities of the OPFCC. It could also be a good source of information for restorative justice participants and referrers as well as the general public.
- 4.2. It has become evident that the current RJ page is difficult to find and once discovered, does not present the required information clearly or coherently. The direct URL for the page is <http://www.essex.pfcc.police.uk/what-we-are-doing/police-and-crime-plan/restorative-justice/> which is unwieldy and impractical to direct people to.
- 4.3. The proposal is to create a new RJ website which is embedded into the current PFCC site and presents RJ information clearly and is easy to navigate. This site will be made up of multiple pages to define the differing sections of the information (home, contact us, case studies, resources etc.) and will include video content, reports, case studies and contact forms. There will be a much shorter direct URL which can be included in leaflets, business cards and letters etc. The new website will look, to users, as part of the PFCC website and users can quickly navigate between the RJ and PFCC sites.

5. Police and Crime Plan

- 5.1. Victims are at the heart of everything we do, and this updated website will ensure that victims can get the information that they need to take the opportunity to engage in RJ. This ensures that victims are given the chance to cope and recover from their experience, and have the support needed to engage in the criminal justice system, where appropriate. It also encourages perpetrators to reflect on the harm that they have caused, and has been proven to reduce reoffending.

6. Police Operational Implications

- 6.1. There are no direct operational implications of this new service for Essex Police.

7. Financial Implications

- 7.1. The PFCC will make a one-off payment to Viewpoint Marketing of £4,420 from the 2018-19 Victims' Commissioning Fund.

8. Legal Implications

- 8.1. There are no legal implications

9. Staffing and other resource implications

- 9.1. There are no staffing or other resource implications

10. Equality and Diversity implications

- 10.1. There are no direct equality and diversity implications.

Report Approval

The report will be signed off by the OPFCC Chief Executive and Treasurer, prior to review and sign off by the PFCC / DPFCC .

Chief Executive/M.O Sign: [Signature]
Print: P. Best-Wood
Date: 8 October 2018

Chief Financial Officer/Treasurer Sign: [Signature]
Print: ABBEY FM
Date: 21.10.18

Publication

Is the report for publication? YES
NO

If 'NO', please give reasons for non-publication (state 'None' if applicable)

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If the report is not for publication, the Chief Executive will decide if and how the public can be informed of the decision.

Redaction

If the report is for publication, is redaction required:

1. Of Decision Sheet YES NO
2. Of Appendix YES NO

If 'YES', please provide details of required redaction:

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Date redaction carried out:

Treasurer / Chief Executive Sign Off – for Redactions only

If redaction is required, Treasurer or Chief Executive are to sign off that redaction has been completed.

Sign:

Print:

Chief Executive/Treasurer

Date signed:

Decision and Final Sign Off

I agree the recommendations to this report;

Sign: 

Print: R. C. Hirst

PFCC/Deputy PFCC

Date signed: 9 October 2018

I do not agree the recommendations to this report because;

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Sign:

Print:

PFCC/Deputy PFCC

Date signed: