

PFCC Decision Report

Please ensure all sections below are completed

Report reference number: PCC096/18
Classification Not protectively marked
Title of report: Restorative and Mediation service administration support
Area of County/Stakeholders affected: Countywide
Report by : Greg Myddelton
Date of report: 25 th June 2018
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1. Purpose of report

- 1.1. To approve the allocation of up to £42,000 to recruit and employ an 18-month fixed-term administrative officer to support the work of the Essex Restorative and Mediation service.

2. Recommendations

- 2.1. Approve the allocation of up to £42,000 to the Essex Restorative and Mediation service to support the delivery of restorative justice services across the County.

3. Benefits of Proposal

The Essex Restorative and Mediation service requires investment in order to recruit and employ a fixed-term administrative support officer to deal with the increasing number of referrals the service is receiving. This additional support will alleviate the current pinch-point of dealing with referrals in their initial stages. This will enable the service to;

- Successfully deliver the commitments within the Police and Crime Plan, specifically ensuring victims are placed at the centre of the criminal justice service and have access to restorative justice services
- Ensure local compliance with the Victims' Code of Practice which states that victims must be informed about the opportunity to access local restorative justice services
- Maintain the standards of our Restorative Service Quality Mark (RSQM) which the service achieved in 2016, and has recently been re-accredited for.
- Maintain staff wellbeing
- Maintain high satisfaction levels amongst participants and referrers
- Maintain, and encourage, more volunteer engagement
- Support Essex Police's use of Community Resolutions

- Support the PFCC's ongoing engagement with stakeholders and partnerships
- Improve victim satisfaction and public confidence in Essex Police

4. Background and proposal

- 4.1. Since this service went live in April 2015 the volume of referrals has increased significantly. Due to positive word of mouth following successful interventions, increased stakeholder engagement, training, and confidence in the service we have seen referrals increase from an average of 4.8 per month in 2015 to 39.8 per month in 2018. Resource levels have remained largely unchanged during that period and have now reached a critical point as demand exceeds the ability of the team to respond in a timely manner.
- 4.2. The administrator would conduct initial phone calls and process referrals on our dedicated case management system in addition to other tasks such as booking venues, responding to correspondence and processing volunteer applications and expenses. This would enable our coordinators to focus on allocating cases, supporting volunteers (observing volunteer practice, undertaking supervisions), taking-on more complex cases, and building and maintaining relationships with referrers.
- 4.3. As part of this decision we are seeking approval to increase our current part time facilitator from 3 days per week to 4 days per week (0.6FTE to 0.8FTE) for at least two months from July 2nd in order to deal with the current level of demand whilst we undertake a recruitment process.
- 4.4. The Restorative and Mediation service is an in-house team within the PFCC's office. The service is funded through the annual victims' commissioning grant from the Ministry of Justice. Our current service costs £120,000 per annum, which is proportionately amongst the cheapest restorative justice services in the country and is evidenced to provide good quality services through the Restorative Service Quality Mark (RSQM) accreditation.

5. Police and Crime Plan

- 5.1. This allocation 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
- 5.2. This funding will also help to crack down on ASB and support more local, visible and accessible policing.

6. Police Operational Implications

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

7. Financial Implications

- 7.1. This role has been evaluated as scale 4. It is estimated that the costs of this 18-month fixed term contract will be £35-40k. This funding will be allocated from the PFCC's victims' commissioning fund to the Restorative Justice budget.
- 7.2. Depending on recruitment timescales it is estimated that the cost in 2018-19 would be up to £15,000. This year's allocation includes a circa £1,000

contribution to cover the costs of our facilitator increasing their weekly hours from 0.6 FTE to 0.8 FTE for 2 months to deal with the existing levels of demand.

8. Legal Implications

8.1. There are no legal implications

9. Staffing and other resource implications

9.1. This decision would support the recruitment and employment of a full time member of staff for the PFCC's office on an initial 18-month fixed term. This post will be recruited to scale 4, and would report to the Essex Restorative and Mediation Service Manager.

10. Equality and Diversity implications

10.1. There are no direct equality and diversity implications.

Decision and Final Sign Off

I agree the recommendations to this report;

Sign:

Print:

PFCC/Deputy PFCC

Date signed:

I do not agree the recommendations to this report because;

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Sign:

Print:

PFCC/Deputy PFCC

Date signed: