

PFCC Decision Report

Please ensure all sections below are completed

Report reference number: 138-21
Classification: Not protectively marked
Title of report: ERMS Administrator Resource
Area of county/ stakeholders affected: Countywide
Report by: Greg Myddelton
Date of report: 15 September 2021
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1. Purpose of the report

- 1.1. To seek support for the proposal to establish the current fixed-term RJ Administrator role as a permanent position.

2. Recommendations

- 2.1. To agree to make the current 21-month fixed-term RJ administrator position a permanent role within the PFCC's office.

3. Benefits of the proposal

- 3.1. The Essex Restorative & Mediation Service (ERMS) service requires an Administrator to deal with the volume of referrals received and to ensure efficient triaging of referrals, cases and enquiries. The Administrator role was created in 2019 to deal with an increasing volume of referrals and to sustain the performance of the growing service.
- 3.2. The ERMS Administrator has brought capacity and consistency to the processing of referrals as well as undertaking vital tasks to support the day-to-day operations of the team, including;
 - conducting initial phone calls with referrers and participants
 - processing referrals on our dedicated case management system; MyRJ
 - conducting PNC and ATHENA checks on referrals to ensure all case information, contact details, key statements, risks (such as violence or weapons warning markers) and other key information is included on the MyRJ system
 - booking venues for conferences
 - closing cases, conducting feedback surveys, evaluations and follow up sessions before archiving these files and folders.
 - responding to correspondence
 - processing volunteer applications and expenses

- Improving confidence and engagement in the service from external partners due to delivering a more efficient and professional service
- Managing our training records for staff, volunteers and partners to ensure skills and awareness is up to date and gaps are identified.
- Maintaining statistical analysis spreadsheets to help the RJ Manager identify areas of concern and to share with partners.
- Ensuring a consistent point of contact for volunteers of all 3 volunteering roles to ensure all volunteers receive the same rights, information and support.
- Setting up virtual meetings for RJ cases on behalf of the volunteers, and being present to 'let everyone in'.

4. Background and proposal

- 4.1. The post holder receives specialist training to fulfil this role. This training has included restorative practitioner training to an advanced level to enable them to support volunteer queries, understand and respond effectively to participant, professional or referrer calls and carry out supportive facilitation where required. The post holder will also be trained in specialist software such as PNC and Athena and general training in areas such as domestic abuse awareness, PREVENT and equality and diversity.
- 4.2. The current 21-month contract expires in December 2021. We are keen to establish this role to ensure continuity in support for the Restorative and Mediation Service, which supports delivery of the Police and Crime plan, ensure compliance with the Victims Code of practice and delivers effective interventions for victims and offenders of crime and ASB.

5. Alternative options considered and rejected

- 5.1. The PFCC may reject this proposal and allow the fixed term contract to lapse. This would add significant strain to the ERMS, risking the efficiency of the service and the high rate of victim satisfaction which is currently 96%
- 5.2. The PFCC may choose to extend the fixed term contract for a further period but this may create uncertainty and volatility in the service.

6. Police and Crime Plan

- 6.1. The ERMS 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
- 6.2. Approval of this proposal will also help to crack down on ASB.

7. Police operational implications

- 7.1. No direct operational implications

8. Financial implications

- 8.1. The Administrator role is graded at Scale 4, SCP20. The salary plus on-costs will be around £30,000 per annum. These costs are allocated from the ERMS budget

which sits within the PFCC's Victims' Fund. Staffing costs for this role have been included in the ERMS 2021-22 and 2022-23 budgets.

9. Legal implications

- 9.1. The PFCC would add this role to its current establishment

10. Staffing implications

- 10.1. The PFCC would establish the current fixed-term ERMS Administrator post. The current fixed term contract expires in December 2021.
- 10.2. A competitive process would be undertaken to fill this role.

11. Equality and Diversity implications

- 11.1. The PFCC has the opportunity through recruitment processes to ensure the office is representative of the community it serves. Recruitment will be compliant with Essex Police's policies and will be advertised internally and externally, including through our extensive ERMS network of volunteers and partner agencies. We are committed to investing in our staff to ensure that we retain and support our diverse workforce.

12. Risks

- 12.1. The funding for this role, as with the rest of the Restorative and Mediation Service, is reliant on a recurring, annual grant from Ministry of Justice for the provision of support services for victims of crime. Despite attempts to seek a longer-term settlement from MoJ, there remains a risk that this funding is not sustained or is reduced. In this circumstance the PFCC would be required to consider the sustainability of the existing service and all roles associated with it.
- 12.2. If the existing fixed term contract is extended (in favour of making this a permanent position) there is a risk that the post holder will seek alternative opportunities with greater stability.

13. Governance Boards

- 13.1. This decision was presented to the PFCC's Senior Management Team meeting on 22nd June 2021.

14. Background papers

- 14.1. Original decision sheet (PCC096/18, June 2018)

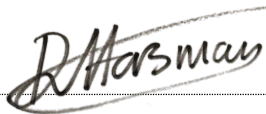


Decision sheet - RJ
admin officer.docx

Report Approval

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

Chief Executive/ M.O.

Sign: 

Print: Darren Horsman - Deputy MO

Date: 4/10/2021

Chief Finance Officer | Treasurer

Sign: 

Print: Julia Berry

Date: 4 October 2021

Publication (double click box to add a tick)

Is the report for publication? Yes No

If 'NO', please give reasons for non-publication (Where relevant, cite the security classification of the document(s). 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 (double click box to add a tick)

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:

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Treasurer/ Chief Executive Sign Off - for Redactions only

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

Sign: _____

Print: _____

Chief Executive/Treasurer

Decision and Final Sign Off

I agree the recommendations to this report:

Sign:  _____

Print: Roger Hirst _____

PFCC

Date Signed: 10 October 2021 _____

I do not agree the recommendations to this report because:

Sign: _____
Right Click "insert signature" to add your .JPG or .PNG signature

Print: _____

PFCC/Deputy PFCC

Date Signed: _____