



Scottish Government
Riaghaltas na h-Alba
gov.scot

Support for Victims & Witnesses

Workshop Report

Date: 22nd September 2017

Location: Victoria Quay, Edinburgh

Contents

| | | |
|------------|---|---|
| 1. | Introduction | 1 |
| 2. | Methodology | 2 |
| 3. | Session 1 – Presentations on the Current Provision of Support for Victims | 3 |
| 4. | Session 2 – Group discussion: Current Provision of Victim Support and Information and SWOT analysis | 4 |
| 5. | Session 3 – Group discussion: Exploration of a Single Point of Contact Model | 6 |
| 6. | Wash Up and Close | 9 |
| Appendix A | Workshop Agenda | |
| Appendix B | Attendee List | |

1. Introduction

A workshop was held on 22nd September 2017 at Scottish Government, Victoria Quay, Edinburgh and was facilitated by the Victims and Witnesses Unit. The focus of the workshop was on developing a better understanding of the criminal justice landscape in Scotland, with a particular focus on identifying areas for improvement and the potential for a 'single point of contact' or 'one front door' model.

The workshop was informed by recommendations in a suite of reports:

- the [Scottish Parliament's Justice Committee](#) - report into the role and purpose of the Crown Office Procurator Fiscal Service
- [Dr Lesley Thomson](#) - report of Victim Care in the Justice Sector in Scotland. Dr Thomson was one of the key speakers on the day
- The Moira Fund - report on the establishment of a Homicide Service in Scotland. David Leitch, the report author, was also one of the key speakers on the day

The workshop brought together representatives from across the criminal justice agencies and third sector victims support organisations to:

- look at the current provision of information and support to victims of crime in Scotland;
- highlight strengths and weaknesses of the current provision and identify where improvements could be made;
- discuss the potential for a new 'single point of contact' or 'one front door' model of support; and assess the practicalities of introducing such a model

This report outlines the methodology used and presents a summary of the comments which were captured at the workshop.

2. Methodology

Session 1 - Presentations – Current Provision of Support for Victims

Representatives from the criminal justice agencies and victim support organisations were invited to deliver 10 minute presentations, in which they were asked to set out the current victim support landscape from their perspective, their views on what is working / not working currently in their area and suggestions of what improvements might be required.

Session 2 - Group discussion - Current Provision of Victim Support & Information – SWOT Analysis

Working in groups, attendees were provided with a Strengths, Weaknesses, Opportunities, Threats (SWOT) analysis templates and a facilitator. Groups were asked to consider the current provision of victims support and information, and complete a SWOT analysis.

At the end of the session the Chair invited examples and feedback from each group. These were captured by the central facilitator on a master SWOT chart at the front of the room.

Session 3 - Table discussion - Exploration of a Single Point of Contact Model

Working in the same groups, attendees were asked to (i) reflect on what they had heard during the presentations and the outputs of the SWOT analysis, and (ii) explore the potential for a single point of contact or one front door model of support and what such a model might look like. This included looking at possible short and long term changes and developing a vision statement that encapsulated the desired outcome of improved victim support.

At the end of the session the Chair invited examples and feedback from each group and these were captured by the central facilitator.

3. Session 1 – Presentations on the Current Provision of Victim Support

The following representatives from the criminal justice agencies and victim support organisations were invited to deliver 10 minute presentations, in which they were asked to set out the current victim support landscape from their perspective, their views on what is working / not working currently in their area and suggestions of what improvements might be required.

All presentations can be accessed at: <https://beta.gov.scot/publications/support-for-victims-of-crime-workshop-report/> and are published with the presenters' permission.

| | Presenter | Organisation |
|---|--|---|
| 1 | Lex Baillie, Chief Inspector | Police Scotland |
| 2 | Jamie Lipton, Senior Manager for Victims and Witnesses | Crown Office and Procurator Fiscal Service |
| 3 | Robert Gordon, Head of Operations Delivery Business Unit | Scottish Courts and Tribunals Service |
| 4 | Jim O'Neil, Senior Legal Services Manager | Scottish Prison Service |
| 5 | Alan McCloskey, Director of Operations | Victim Support Scotland |
| 6 | David Leitch, author of the Moira Fund report | The Moira Fund |
| 7 | Dr Lesley Thomson QC, author of the report (no slides) | Review of Victim Care in the Justice Sector in Scotland |

4. Session 2 – Group Discussion: Current Provision of Victim Support and Information - SWOT Analysis

Working at their tables, participants were asked to develop a SWOT analysis on the current provision of support and information which is available to victims.

They were then asked to choose up to 3 key topics / themes emerging under each of the SWOT headings. They were invited to feed these back to the room and the results were captured on a central SWOT chart. This is reproduced in Table 1. below.

Table 1: SWOT Analysis for Current Provision of Victim Support and Information in Scotland

| Strengths | Weaknesses |
|---|---|
| <ul style="list-style-type: none"> • Strong 3rd sector victim support organisations currently meeting victims' needs • Skilled, experienced staff within 3rd sector and criminal justice agencies • Partnership working & sharing of expertise • Political will and policy support • Existing victim-centred, legislative framework in Scotland • Existing expertise within the system/organisations • National Standards of Service for victims | <ul style="list-style-type: none"> • Organisational culture - focuses on the system, not the individual • Victims do not feel valued/important • Lack of specialist services • Demand for services is increasing but resources aren't • Lack of joined up IT system to enable sharing of data • Lack of understanding of services provided by victims organisations • Lack of trauma-informed staff across professions |

| Opportunities | Threats |
|---|---|
| <ul style="list-style-type: none"> • Put victims at the centre of the system • Make the provision of training more professional • We have a radical opportunity to do something different • Learn from others – homicide service already tested in England and Wales • Equity of access across the country • Champions to drive forward change e.g. Victims Commissioner • Use limited resources more effectively • Partnership working | <ul style="list-style-type: none"> • Shrinkage of resources • Dependency on public funds and short term nature of funding • General data protection regulation (GDPR) and potential impact on potential for data sharing • Government inertia / legislation lagging behind the requirements of victims • Dilution of service for victims • Potential liability risks for victim support organisations |

5. Session 3 – Group Discussion: Exploration of a Single Point of Contact Model

Working in groups, participants were asked to reflect on what they had heard during the presentations and the outputs of the SWOT analysis and explore the potential for a single point of contact or one front door model of support and what such a model might look like.

They were asked to discuss and capture the key attributes of a successful model; identify possible short and long term changes; and develop a vision statement that encapsulated the desired outcome of improved victim support.

They were invited to feed their findings back to the room and the results were captured centrally. Table 2 below summarises the combined responses from all tables.

Table 2 - summary of table discussions on the exploration of a Single Point of Contact model

Key attributes of a successful model

- Victim/person focused rather than system focused
- Victims feel confident they are receiving the best service possible
- Proper identification of needs at first point of contact
- Ensures equity of service across all regions of Scotland
- Encourages organisations to work collaboratively and to similar standards
- Accountability
- Multi-disciplinary hub with sign-posting (doors) to specialists
- Accessible to all who need it and needs led
- Independent and flexible
- Providing advocacy support
- Good knowledge capture and data sharing
- Professional training

One Key Change

Immediate/Short Term

- Develop appropriate, accredited training
- Improve consistency of service across geographical areas
- Create a victims working group and a champion
- Create a person-centred hub
- Identify and put in place an agreed support protocol
- Develop / pilot a homicide service in Scotland

Longer Term

- Linked IT services and data sharing across organisations (within data protection principles)
- Easier and equal access to support services for victims across Scotland
- More professionalism and professional collaboration between organisations
- Better understanding of who does what across different organisations and minimising duplication of effort
- Digital access to/digital directory of support services
- Evaluation/accreditation/accountability/evidence
- Clear legislative basis

Vision

- 'Quality information and support for persons impacted by crime, sensitive to individual needs'
- 'Shared and understood model for victims services for organisations across Scotland with clear roles, responsibilities and accountability'
- 'Central hub which feeds into bespoke services to support, enable and empower individual families at their most vulnerable time. The hub must make victims feel like they have arrived at the right place'
- 'Help and support to the open road to a new 'normal' after negotiating the pot holes and jams of an horrendous journey'
- 'People affected by crime always receive quality information and support that delivers positive outcomes'
- 'Quality support and information is available and identified for bereaved families and vulnerable witnesses in Scotland'
- 'I always understood what was going on, who everyone was, and what they did, I knew who to talk to. I could access the support I needed when I needed it'

6. Wash Up and Close

Willie Cowan, Deputy Director, Criminal Justice Division, thanked everyone for attending and for their enthusiastic participation.

He closed the workshop by summing up as follows:

- Discussions confirmed that this is a hugely complex area, and that we - Government, Criminal Justice Agencies and Victim Support Organisations - need to strengthen our partnership working. More specifically, we need to identify quick wins and longer term solutions in order to improve support for victims
- It was strongly evident that there is vast experience and a highly developed skills base – both here in this room and beyond. We now have the opportunity to harness this expertise, develop closer partnership working and work towards meeting our shared goal of improved outcomes for victims - so let's make the most of that opportunity
- But Scottish Government is at the early stages of this work and we can't do it alone
- We will reflect on what we've heard and get back in touch to meet with attendees individually and in groups to investigate this further and develop solutions

Appendix A.

Workshop Agenda

Date: 22 September 2017

Time: 12:30-17:00

Venue: Victoria Quay, Edinburgh

12:30-13:00 – Registration / Lunch

13:00-14:30 – Session 1 – Presentations – Current Provision of Support for Victims

- Introduction, Chair, Willie Cowan, Scottish Government
- Police Scotland, Lex Baillie, Chief Inspector
- Crown Office & Procurator Fiscal Service, Jamie Lipton, Senior Manager for Victims and Witnesses
- Scottish Courts & Tribunal Service, Robert Gordon, Head of Operations Delivery Business Unit
- Scottish Prison Service, Jim O'Neil, Senior Legal Services Manager
- Victim Support Scotland, Alan McCloskey, Director of Operations
- The Moira Fund , David Leitch, author of The Moira Fund report proposing a Scottish Homicide Service
- Review of Victim Care in the Justice Sector in Scotland, Dr Lesley Thomson QC, author of the report

14:30-14:45 - Coffee break

14:45 – 15:45 - Session 2 - Group discussion - Current Provision of Victim Support & Information – SWOT Analysis

15:45-15:50 - Comfort Break

15:50-16:50 - Session 3 - Group discussion - Exploration of a Single Point of Contact Model

16:50-17:00 - Wash up and close – Chair, Willie Cowan, Scottish Government

Appendix B. Attendee List

| GROUP 1 | | | GROUP 2 | |
|----------------------------|-----------------|--|-------------------------------|-------------------|
| ORGANISATION | NAME | | ORGANISATION | NAME |
| Police Scotland | Lex Baillie | | Police Scotland | Julie Roberston |
| VSS | Laura Baxter | | VSS | Alan McCloskey |
| Moira Fund | David Leitch | | Moira Fund | Bea Jones |
| CICA | Linda Brown | | Report author | Dr Lesley Thomson |
| Scottish Women's Aid | Louise Johnson | | Glasgow Women's Aid | Kate Arnot |
| Manda Centre | Joe Duffy | | Manda Centre | Paul McGowan |
| AMIS | Alison Waugh | | SG | Bekki Aitken |
| SG | Ali Taylor | | | |
| | | | | |
| | | | | |
| GROUP 3 | | | GROUP 4 | |
| ORGANISATION | NAME | | ORGANISATION | NAME |
| Police Scotland | Graeme Lannigan | | Police Scotland | Pamela Colvin |
| VSS | Kate Wallace | | VSS | Lauren Geddes |
| SCTS | Elaine Walker | | COPFS | Jamie Lipton |
| Moira Fund | Colin Field | | Stirling Women's Aid | Jessica Lindohf |
| North Ayrshire Women's Aid | Mary Beglan | | PETAL | Sarah Agnew |
| SG | Zak Tuck | | Edinburgh Women's Aid | Val Waugh |
| SG | Jim Wilson | | SG | Willie Cowan |
| | | | | |
| | | | | |
| GROUP 5 | | | GROUP 6 | |
| ORGANISATION | NAME | | ORGANISATION | NAME |
| VSS | Elidh Brown | | Scottish Prison Service | Jim O'Neil |
| SCTS | Robert Gordon | | Rape Crisis | Sandie Barton |
| Children First | Harriet Hall | | Angus Women's Aid | Jane Cruden |
| Angus Women's Aid | Anne R Brown | | South Lanarkshire Women's Aid | Heather Russell |
| PETAL | Neil Moore | | PETAL | Lesley Carmody |
| SG | Anna Donald | | SG | Lynsay Ross |
| SG | Thomas Grant | | SG | Trevor Owen |
| | | | Parole Board for Scotland | Keith Cumming |