Please note that the actions contained in this work plan are subject to further discussion and revision by Victims Taskforce members and individual work stream leads.

Work stream 1 – Victim Centred Approach Taskforce Lead – Victim Support Scotland

Description – The development of a new 'victim centred' approach, involving collaboration between all Taskforce members and structured and targeted engagement with victims, witnesses and their families. The introduction of measures to reduce the need for victims to have to retell their story to several different organisations. Improve information resources that are available for victims. Improve the sharing of data between bodies and look at digital tools to improve the support and information provided to victims.

Update -

Delivery of the Taskforce's work plan is based on a series of collaborative working groups for each work stream. Due to the impact of the Covid-19 pandemic, the groups were not able to meet (partly due to public health restrictions but also due to partners across the justice sector being required to prioritise emergency responses to the outbreak) and therefore progress across a number of work streams and delivery of actions in the work plan has been delayed.

Good progress has been made, however, on the Transforming Service for Victims and Witnesses. Project. This project was jointly commissioned by VSS, COPFS and SG and was aimed at understanding the gaps in support for a victim or witness' journey through the criminal justice system by taking a user-centred, service design approach. A draft of the project report has been circulated to Taskforce members with a view to discussing next steps at the 9 September 2020 meeting

Action 1b: Officials have carried out an information gathering exercise to establish an approach to review publications/material provided to victims as they progress through the Criminal Justice system. This work is being used to develop options on next steps.

Please note that the actions below will be subject to further refinement.

Reference	Action	Timescale (S/M/L)	Engagement with Victims	Action Owner(s)
1a	Develop an options paper for how a victim centred approach could be implemented with recommendations/ costed options – using information		To be agreed	VCA Operational Group

	members and mu	vidual Work Street	in loads.	,
_	ered through the following sub-			
action	-			
•	Review of recommendations in the			
	'Review of Victim Care in the			
	Justice System in Scotland' by			
	Lesley Thomson QC to determine			
	what has been achieved, what is			
	left to do and who should be the			
	action owner			
•	Map existing service provision,			
	across the criminal justice			
	agencies, other statutory services			
	and the third sector, including			
	advocacy services - with a			
	particular focus on new and			
	emerging models such as the			
	Service for Families Bereaved by			
	Crime, Justice Centres and			
	Barnahus, and on identifying gaps			
	in provision (specialism and			
	geographical) and existing and			
	future resource requirements			
•	Keep abreast of developments in			
	the Transforming Services for			
	Victims and Witnesses project and			
	how the work can feed into a			
	victim centred approach			
•	Consider the potential role for			
	digital solutions, including portals			
	currently being developed by SPS			
	and COPFS			

1b	A systematic review of: a) of hard copy leaflets and publications; b) online materials; c) official correspondence aimed at victims and witnesses of crime and their families to ensure they are: victim-centred; consistent; up-to-date; and use clear and compassionate language.	S	To be agreed - Rape Crisis Scotland and Victim Support Scotland are considering victim engagement mechanisms.	SG / SCTS / COPFS / SPS / PBS/ VSOs
1c	A review of the process of developing and publishing the CJA's annual standards of service. Consider earlier engagement with VSOs and methods to enable victims to inform the standards themselves.	S	Review of standards of service to be informed by engagement with VSO and victims and witnesses.	SG and relevant CJAs
1d	Review information / data sharing arrangements and protocols between criminal justice agencies (CJAs) and Victim Support Organisations (VSOs) to provide victims with a more joined-up service. This will Include a particular focus on GDPR issues facing VSOs.	M		SG
1e	Improve how victims experience interactions with the Scottish Prison Service and the Parole Board for Scotland on temporary release, release and parole, to ensure victims are treated with dignity and respect, receive timely and targeted information and are part of decisions that affect them, where appropriate.		To be agreed	SPS/ PBS/ VSS

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1f	At a local and national level consider the	M	 RCS
	ways in which the advocacy support model can be embedded in the justice system, including consideration of unmet needs (barriers to accessing to support), gaps (geographical, type of victim) and identify opportunities to enhance partnership working and increase clarity and understanding about the roles of advocacy workers.		
	In addition, consider the feasibility of introducing a system of legal advice for complainers.		
1g	Consistent recording mechanisms require to be included within the build of the agreed national crime recording system to provide a central repository which facilitates more accurate review / audits on whether or not Criminal Justice partners are complying with its statutory duties under the Victims and Witnesses (Scotland) Act 2014.	M	PS

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Work stream 2 – Training / Trauma-informed	Taskforce Lead – Community Justice Scotland/Scottish Courts and
Workforce	Tribunal Service

Description – Feedback from victims strongly suggests that there is a lack of compassion in the CJ system. Victims describe how any negative experiences can become the most memorable and this impacts on other engagements with the system as a whole.

Work in some organisations and across other policy areas is championing trauma-informed approaches in supporting people who have experienced significant trauma and Adverse Childhood Experiences, such as the NHS Education for Scotland and SG
National Trauma Training Framework. This approach is already influencing training and practice in a justice context - for example, Community Justice Scotland are using their statutory training function to develop trauma-informed social workers. However, though there is valuable work ongoing across Scotland and within the justice sector, there has been limited joining up across sectors and national organisations particularly in relation to working with victims of crime.

There is significant potential for further development of trauma-informed practice in other areas of the justice system where victims make contact, from early engagements with police, attendance at court, and beyond. This work stream would seek to build upon existing resources and approaches to identify and establish wider development of trauma training within and across justice organisations who come into contact with victims, to support the development of a trauma-informed workforce.

Update

The aim of this workstream is to identify both best practice and gaps in the provision of training on recognising and responding to the impact of psychological trauma across the justice sector. Action 2b was to conduct a mapping exercise to understand the work already being done, the knowledge and skills of the organisations workforce and to identify barriers and gaps in knowledge and skills within said workforces.

Since the Taskforce in June 2020, this mapping exercise was circulated to all Taskforce members by the Secretariat. The Secretariat has received a number of submissions which are being collated and prepared for analysis.

SG funding is being provided to NHS Education Scotland (NES) from October 2020 to enable Dr Caroline Bruce, Principal Educator within the National Trauma Training Team to help drive forward development of a trauma informed and trauma

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responsive workforce in justice services. Work will then begin to fully analyse the responses to mapping exercise, with an intention to provide an update to the Taskforce at the meeting scheduled for December 2020.

Reference	Action	Timescale (S/M/L)	Engagement with Victims	Action Owner(s)
2a	 Identify joint strategic lead for delivery of work stream Seek work stream members; suggest training/learning leads from national partners as most effective in delivering outcomes for this work stream Clarify outcomes and objectives/deliverables 	S/M	To be agreed - Views and perspective could potentially be gained from the victim-centred and survivor reference groups that have been convened by VSS and RCS respectively.	CJS – working with SG NES and specific members representing the legal profession/ justice organisations (Police Scotland, SCTS, Law Society of Scotland, COPFS) and SWA (related to training for domestic abuse legislation)
2b	 establish what good practice already exists within Taskforce organisations develop a skills and knowledge framework for the Justice system identify training needs based on a developed framework 			

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members and individual work stream leads.**	

mornoore and individual work elevant leade.					
- Identify the knowledge and skills required to manage the impact of exposure to trauma on staff					
- Draft outline of learning objectives required for different staff, including leaders					

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Work stream 3 – Sexual Offences /	Taskforce Lead – Rape Crisis Scotland / Scottish Women's Aid				
Gender Based Violence					

Description – The Gender Based Violence work stream will work with justice partners and victims organisations to promote a system which identifies and address gender biases and encourages women's active participation at all levels of the justice system.

Update – Most of the actions under Work Stream 3 are on hold for time being as a result of COVID-19. However, work is underway by work stream leads and the Scottish Government with regards to our response to COVID-19 and Gender Based Violence. Over the next few months this work and the progress of actions under WS 3 will be guided by Coronavirus Restrictions Regulations and the wider work on recovery planning.

We plan to convene a roundtable discussion on the safeguarding of privacy rights for sexual offence victims before the end of the year.

*short/ medium/ long

** W3, W4 = workstream 3, workstream 4

Reference	Action	Rationale	S/M /L*	Engagement with Victims	Proposed activity
3a	Explore the justice	Improve the experience of the	S	RCS Survivor	1. Consideration
	system (end to end) and	justice system for complainers		Reference Group	of research
	mechanisms available	and others as well as appropriate		may be consulted	report on ILR
	for safeguarding privacy	consideration of Article 8 of the		once issues have	for s.275
	rights for victims, where	European Convention on Human		been explored.	applications
	article 8 rights are	Rights.			(Bilateral
	engaged.			Other victims'	discussions
		Where authorised by the court,		groups may have	SG/ RCS).
	For example, sexual	sexual character and history		an interest in	2. Scottish
	character and history	evidence can be raised in sexual		these issues and	Government -
	and current procedures,	offence cases. The most recent		W3** secretariat	consideration
	access to medical or	research is quite dated (2007),		will work with the	research and
	sensitive records	but the Burman, Nicholson and		Taskforce	recent case
	including phone records	Brooks research stated that 7 out		secretariat to	law.

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	members and individual work stream	ieaus.		1	
and current	of 10 complainers in the most		ascertain best	3.	Convene
mechanisms to ensure	serious sexual offence trials were		way of engaging		round-table to
the individual's rights	'virtually guaranteed' to be		with allied		discuss
are upheld whilst	questioned on their sexual history		survivor groups.		findings (may
balancing the right of	and character.				include
the accused to a fair					appeals
trial.	Appropriate protection of any				process, rape
	complainer's privacy and dignity				complainers
	and an understanding that sexual				data capture
	offence complainers may be at				and mobile
	high risk from re-victimisation				phone contract
	through the criminal justice				issues, as
	process.				appropriate).
				4.	Work with
	Current process may be				W4** re:
	perceived as a barrier for victims				funding for
	coming forward to report crimes				proposal to
	against them.				analyse the
					use of private
					data in Scottish
					sexual
					offences
					proceedings.
				5.	Paper shared
					with the
					Victims
					Taskforce at
					an appropriate
					time sharing
					progress.
					-

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3c	Addressing revictimisation of children and their mothers in the context of court ordered contact.	SWA state that the single biggest reason that women seek legal advice and requires responses from all aspects of the justice system. Scottish Women's Aid are leading on a new project to provide domestic abuse-competent legal aid to survivors across Scotland. Funded by the Legal Education Foundation and in partnership with Just Right Scotland, the year-long project is building a case for a new model for victim-	M	1. Follow progress of the DA Competent Legal Aid To Survivors Project and passage of Children (Scotland) Bill in Parliament. 2. Provide update to the Victims Taskforce as required.
3d	Improve the provision of advocacy for victims of domestic abuse and sexual violence within the criminal justice system.	Consistency of advocacy provision across Scotland continues to be variable, as highlighted by the SG commissioned scoping study. There is a need to develop policy which includes a clear definition of advocacy, integration of support within relevant pathways for victims and basic minimum requirements.	M	Hold roundtable to agree outcomes – statutory and third sector.
3e	Improve effective multi- agency working to	Consistency of Multi agency working (often called MARAC)		Further engagement

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	support high risk victims of domestic abuse.	continues to be variable, and there are no centrally defined expectations of what constitutes best practice in terms of MARAC, risk assessment and information sharing.			following publication of MARAC consultation by end 2019. 2. Roundtable/ workshop to explore next steps.
3f	Judicially- led review of sexual offences – on-going participation by RCS, SWA and SG within the group.	We expect the Group to make a number of recommendations which may fall within the remit of the VTF.	M		Awaiting report - expected Spring 2020
3g	Meet with RCS Survivor Reference Group interim report and Justice Journey's research authors.	Whilst work is on-going to address some of the recommendations in these reports, this action would provide an opportunity to formally feedback on activities being taken forward by W3 and consider further emerging issues since publication of each document.	M	n/a	Round table hosted by RCS Spring/ Summer 2020.

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Work stream 4 - Research

Taskforce Lead – SCCJR / SG Justice Analytical Services

Description: Taskforce members have expressed an interest in considering what gaps in the research exist and a possible consideration to commission further research on topics of greatest relevance/interest to the Taskforce.

This work stream therefore should consider what existing research could be used to inform the work of the Taskforce and ensure work streams are founded on a sound evidence base. Also to identify areas where further research may be carried out. SCCJR have identified 3 priorities which begin this work.

Over time this work stream should update members on key developments and assist members in drawing on the research base.

UPDATE: Good progress has been made on work under **the previous** SG Justice Analytical Services **grant call on 'understanding and taking action to improve people's experience of justice'**. We have received the draft final report form SCCJR on '*Measuring Justice: Defining Concepts, Developing Practice* which primarily reviews international research that has attempted to map and measure experiences of justice. We are planning to share this research and for the project team to present the results of the work at a future meeting of the Taskforce. The *Children's Participation in Family Actions: Probing Compliance* with *Children's Human Rights* project is now complete, and has been disseminated by the project team. Unfortunately the project looking at *Domestic abuse and child contact, and the interface between criminal and civil justice*, has had to go on hold due to the restrictions on face to face research, however JAS has been working with the research team to agree an alternative methodology that takes account of current restrictions.

As previously reported, the Scottish Government commissioned SCCJR researchers (Dr Susan Batchelor and Dr Caitlin Gormley) to carry out a study on Repeat Violent Victimisation. This is a qualitative study, initially over a 16 month period but unfortunately has had to be extended due to Covid 19. Currently, it is due to resume in October 2020 and complete in September 2021. One of the aims of the study is to help improve support for victims in Scotland, by providing evidence on the support needs and experiences of those who are victims/survivors of the most hidden and stigmatised forms of violence, and who therefore tend to be less likely to seek and access services. Full details of the study can be found here:

https://www.gla.ac.uk/schools/socialpolitical/research/sociology/projects/repeatviolencevictimisation/#aboutthestudy,researchtea m,usefullinks,repeatviolencevictimisation

A report by JAS 'Mapping of Violence Interventions in Scotland' has also been completed, publication plans are still to be decided. JAS are working on a series of accompanying 'what works to prevent violence' reports, in collaboration with the

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Scottish Violence Reduction Unit (SVRU), which will make the evidence base more accessible to internal and external stakeholders, to help inform decision making. The first report will be published (in October or November, to be confirmed) and focusses on what works to prevent and reduce Violence Against Women and Girls. Subsequent reports will consider youth violence and alcohol related violence.

Work has begun around developing measures and evidence on monitoring cyber education to improve people's 'cyber hygiene', which aims to prevent people from both becoming victims and equipping people with the cyber tools to work in the field and use technology wisely. Other cyber work includes involvement with the Eyes Online project which is about informing citizens of their rights around privacy and security online vs surveillance https://sites.dundee.ac.uk/eyes-online-project/.

New activities have been undertaken by JAS in the context of the COVID crisis.:

To support policy development and weekly discussions held between the Scottish Government and key stakeholders Justice Analytical Services (JAS) has conducted qualitative research that gathered evidence since 30 March 2020 from a number of frontline services providing support to victims. This research offers insight into the impact of the COVID-19 crisis and Coronavirus restrictions on people experiencing domestic abuse and other forms of VAWG (particularly women in prostitution and Commercial Sexual Exploitation (CSE)). An initial report was published on 19 June 2020, covering the period 30 March to 22 May. We plan to publish a second report next month providing an update on the impact of ongoing Coronavirus restrictions on people experiencing domestic abuse and other forms of VAWG during the subsequent period, taking into account the move from lockdown into Phases 1, 2 and 3 of Scotland's route map, until the reopening of the schools on 11 August.

We have carried out a series of international reviews around a number of justice issues in the context of the COVID crisis, including:

- Reported Rates of Domestic Abuse and Response to Domestic Abuse during COVID-19 Pandemic lessons learned from previous pandemics and emergencies.
- **Civil and family court cases** reviewed how other jurisdictions are handling civil cases, however included a specific focus on how other countries are dealing with child contact in domestic abuse cases.
- **Criminal cases** reviewed how other jurisdictions were prioritising criminal cases to progress in order to retain some level of access to justice for victims and the accused.

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- **Jury trials** reviewed how other jurisdictions are progressing solemn cases during the pandemic and whether they are resuming jury trials.
- Experience of Victims of Crime an international review on the impact of the Covid 19 experience of victims of crime
- Coronavirus (COVID-19): international policing responses part 1 during lockdown
- <u>Coronavirus (COVID-19): international policing responses part 2 easing of lockdown</u> these papers cover policing of domestic abuse, as well as emerging concerns about victims of child sexual exploitation and the potential for children and young people to become victims of crime/ serious organised crime.

These have been primarily internal papers, however some have also been shared with key stakeholders with an interest and the policing papers have been published.

The Scottish Crime and Justice Survey (SCJS) is a large-scale social survey which asks people about their experiences and perceptions of crime in Scotland. The latest 2018/19 results were published on the 16th June 2020. To help prevent the spread of COVID-19, all Scottish Government face-to-face interviewing, including the SCJS, has been suspended since the 17th March 2020. Whilst the suspension came before the end of the 2019/20 fieldwork year (due to run April 2019 – April 2020), it is likely SCJS results of comparable quality to earlier years can still be produced (due in March 2021). The 2020/21 fieldwork year has not started and given the length of suspension, it is now highly likely we will not be able to produce results for this year. The ongoing suspension of the SCJS opens up an evidence gap on the extent and prevalence of crime in Scotland during the period covered by the pandemic, with particular challenges for assessing crimes not reported to the police (a majority of all crimes), where other sources cannot provide an alternative. To meet this challenge, we plan to run a new survey in early autumn, using telephone-based interviews, on the population's experience of crime and feelings of safety during the COVID-19 pandemic.

The Chief Scientist Office, SG, has also recently announced funding of the following projects:

- Current and longer-term impact of social distancing and other behavioural measures on vulnerable groups - Led by SCCJR's Professor Sarah Armstrong with co-principal investigator Dr Lucy Pickering, the project will focus on four key groups; the disabled and chronically ill; criminal justice populations; domestic abuse and sexual violence survivors; and refugees, asylum and destitution-affected

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- Protecting the safety and wellbeing of Vulnerable Children and Young People in Scotland during the Covid19 Pandemic Prof Jane Callaghan (PI) and team, University of Stirling

The 9 grant proposals received under **the current grant call** have completed final stage assessment. We are completing discussions with key partners around feasibility, and hope to announce the successful projects soon.

SG Justice Analytical Services have continued work developing questionnaires to capture information about the 'experiences of witnesses (including witnesses who are children) at court' in order to meet the reporting requirement at section 14 of The Domestic Abuse (Scotland) Act 2018.

Reference	Action	Timescale (S/M/L)	Engagement with Victims	Action Owner(s)
4a	Mapping concepts, contexts and gaps in violence research. The workstream is continuing to connect with other academics and organisations outside the VT to continue our aims of identifying ongoing relevant work and relatedly, to identify gaps.	S	To be agreed - where necessary and appropriate research could be informed by direct engagement with victims	Scottish Government Justice Analytical Services in collaboration with SCCJR

		iembers and individual v	Torre our our roude.	
	Scottish			
	Government			
	Justice Analytical			
	Service and			
	SCCJR would like			
	to work with other			
	workstreams and			
	to consider the			
	existing evidence			
	base and the			
	currently			
	commissioned			
	research and			
	agree on priority			
	evidence gaps			
	and to develop a			
	plan for			
	addressing these.			
4b	Developing and	M		Scottish Government
	conducting			Justice Analytical Services
	research on			in collaboration with
	victimisation			SCCJR
	Continue to			
	develop a			
	coherent body of			
	research around			
	victimisation and			
	its impact on			
	individuals and			
	communities;			
	reflect on			

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	innovative practice and contribute to understanding and supporting societal responses.			
4c	Contribute to society change in identifying and responding to victimisation Continue to work across academic communities, with policy makers and practitioners to disseminate research findings and engage with improved practices across organisations and communities.	L		Scottish Government Justice Analytical Services in collaboration with SCCJR

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Work stream 5 – Specific Projects

Taskforce Lead – SG / Others

Description - It is recognised that on occasion there may be projects which will require focussed attention by the Taskforce but may not require Taskforce involvement throughout the lifespan of the group. Those working on these items are likely to look at what action can be taken to drive forward, provide momentum or kick-off work in these areas, whilst ultimate responsibility for delivery sits with individual organisations. In most instances the value the Taskforce will add to these items will be its ability to work collaboratively across the sector.

Update – 5a – Following on from discussions at previous Taskforce meetings, SG officials have had discussions with Ministry of Justice, Domestic Abuse Commissioner Office and Victims Commissioner for England and Wales Office to understand more clearly the roles and responsibilities of the Commissioners, and obtain further detail as to the Office itself. Next steps will be discussed at the Taskforce meeting in September 2020.

5b – SG is considering this issue, which was previously raised during the passage of the Victims and Witnesses (Scotland) Bill in 2012. Scottish Government officials had a helpful meeting with Scotland's Campaign against Irresponsible Drivers (SCID) in March 2020 to discuss in more detail support for victims of road crashes and their families and actions were agreed to be taken forward including discussions with BRAKE – the road safety charity who operate the SG-funded National Road Victim Service. Progress on this area of work has since been delayed due to the Covid-19 pandemic.

Reference	Action	Timescale (S/M/L)	Engagement with Victims	Action Owner(s)
5a	Consideration of the case for the introduction of a new Victims' Commissioner for Scotland. This has been suggested by victims and MSPs. This suggestion was last considered, but not supported, by Parliament during the passage of the Victims and Witness (Scotland) Act 2014.	S	To be agreed on a project by project basis.	SG

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	The Cabinet Secretary has stated that the case for a Victims Commissioner will be reviewed by the Taskforce.		
5b	Removal of disqualification under the Road Traffic Offenders Act 1988 - bereaved families/victims injured not informed. Creation of a new opt-in system, similar to the VNS, whereby victims ask to be kept informed when a request to remove a disqualification is received by the court.	M	S.C.I.D / SG / Transport Scotland