

Work stream 1 – Victim Centred Approach	Taskforce Lead – Victim Support Scotland
<p>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.</p>	
<p>Update - VSS met with Scottish Government colleagues in May 2019 to discuss progress and agree a way forward on some of the actions below.</p> <p>Action 1a will be taken forward by the work stream.</p> <p>Action 1b will be led by Scottish Government with input from all workstream members.</p> <p>action 1c is in progress with a draft Invitation to Tender (ITT) awaiting sign-off and procurement by Scottish Government (VSS updated the ITT earlier in the year and committed half the necessary funds).</p> <p>Action 1d is in progress with quarterly meetings between SG and CJAs on the standards of service and plans to engage victim organisations.</p> <p>Action 1e is being taken forward by a sub-group of the Justice Board, further details are being gathered.</p> <p>Action 1f is being taken forward by two short-life working groups – one with VSS and SPS and another is being set up involving the Parole Board for Scotland, Rape Crisis and VSS.</p> <p>Action 1g - Further work is required by the GBV work stream to explore how the National Advocacy Project (NAP), as an advocacy model, could help inform further action to embed the role of the advocacy support worker within the justice system, including addressing geographical and service gaps. In addition, NAP can be used to explore what other opportunities may be available to work with partners to enhance the understanding of the role of advocacy workers. Later this year, for example, the NAP will support a new video recording pilot for statements of adult complainers of rape/ sexual assault and the pilot’s evaluation will include an assessment of the benefit of embedded referral services in the process (subject to operational discretion). Learning from the pilot and evaluation will support the work of the Taskforce and the work stream intends to keep a watching brief and report back.</p> <p>Progress with action 1h is currently being determined.</p>	

Reference	Action	Timescale (S/M/L)	Engagement with Victims	Action Owner(s)
1a	Develop a plan to implement the recommendations from the 'Review of Victim Care in the Justice System in Scotland', undertaken by the former Solicitor General, Dr Lesley Thomson QC, in relation to a victim centred approach ('one front door' single point of contact model).	M	To be agreed - Rape Crisis Scotland and Victim Support Scotland are considering victim engagement mechanisms	VSS / COPFS / SG Input required from all CJ Agencies and VSOs
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	Take forward a user-centred, service design approach to fully understand the gaps in support for a victim or a witness' journey through the criminal justice system. This work will facilitate the definition of a long- term vision for an end-to-end service for victims and witnesses.	S	To be informed by research on service user experience of justice system.	SG / VSS
1d	A review of the process of developing and publishing the CJA's annual standards of service. Consider earlier engagement with VSOs and methods to	S	Review of standards of service to be informed by engagement with VSO and victims and witnesses.	SG and relevant CJAs

Timescale: short term (<1 year), medium term (1-3 years) and long term (> 3 years)

	enable victims to inform the standards themselves.			
1e	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
1f	<p>Review the way victims are currently engaged with and supported through key processes in the CJ system. For example, interaction with victims by SPS, PBS and VSS in relation to the Victim Notification Scheme and the parole process, to ensure victims are treated with dignity and respect, receive timely and targeted information and are part of decisions that affect them where appropriate.</p> <p>Particular aims include:</p> <ul style="list-style-type: none"> • Parole Board Scotland to assist SPS in designing and providing parole tribunal accommodation for witnesses, victims and observers • Extending categories of victims entitled to information and support from the Parole Board 	M		SPS / VSS / PBS
1g	At a local and national level consider the ways in which the advocacy support	M		RCS

Timescale: short term (<1 year), medium term (1-3 years) and long term (> 3 years)

	<p>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.</p> <p>In addition, consider the feasibility of introducing a system of legal advice for complainers.</p>			
1h	<p>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.</p>	M		PS

Work stream 2 – Training / Trauma-informed Workforce		Taskforce Lead – Community Justice Scotland		
<p>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.</p> <p>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.</p> <p>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.</p> <p>Update – CJS met with SG on 28 May to discuss how to progress this work stream and agreed a number of actions, including seeking a joint lead for the work stream and initiating a mapping exercise to better understand current trauma training provisions/resources within organisations.</p>				
Reference	Action	Timescale (S/M/L)	Engagement with Victims	Action Owner(s)
2a	<p><u>Provision of training</u></p> <ul style="list-style-type: none"> - Identify joint strategic lead for delivery of work stream - Seek work stream members; suggest training/learning leads from national partners as most effective in 	S/M	To be agreed - Views and perspective could be gained from the proposed victim and survivor groups convened by RCS and VSS on what a trauma – informed workforce should be like.	CJS – working with SG NES and specific members representing the legal profession/ justice organisations (Police Scotland, SCTS, Law Society of Scotland) and SWA

Timescale: short term (<1 year), medium term (1-3 years) and long term (> 3 years)

	<p>delivering outcomes for this work stream</p> <ul style="list-style-type: none"> - Clarify outcomes and objectives/deliverables - Mapping exercise: current workforce trauma training and victim contact points through justice system - 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 			<p>(related to training for domestic abuse legislation)</p>
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Work stream 3 – Sexual Offences / Gender Based Violence		Taskforce Lead – Rape Crisis Scotland / Scottish Women’s Aid		
Description – The sexual offences work stream will take into account the remit of the Judicially-Led review on the management of sexual offences. Once more details are available on the remit further work could be taken forward by this work stream				
Update – We are keeping a watching brief on the Lord Justice Clerk’s <i>Review to improve the management of sexual offence cases</i> and will shape the work under the Taskforce work stream to run in parallel to, and complement, the LJC’s review. The Review Group first met on 30 April and will meet again on 25 June. We will also ensure there is continuity with the ongoing activities which implement the Equally Safe delivery plan.				
Reference	Action	Timescale (S/M/L)	Engagement with Victims	Action Owner(s)
3a	Consider a review of the operation of s274/5 of the Criminal Procedure (Scotland) Act 1995, with regard to restrictions on evidence relating to sexual offences and the requirement to apply to admit evidence of sensitive nature pertaining to the complainer. The records of which are held by SCTS.	S	To be agreed - Rape Crisis Scotland and Victim Support Scotland are considering victim engagement mechanisms.	SG / SCTS
3b	Consider jury attitudes and the feasibility of introducing a pre-instruction video for juries in sexual offence trials. This work should be informed and sequenced with the outcomes of the ongoing research on juries which is due to report in Autumn 2019.	M		RCS / SG / SCTS
3c	Look at issues around privacy, specifically the possibility of having previous sexual history or medical	M		A decision on whether these are actions the Taskforce should lead

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	<p>records being interrogated and brought up in court, which can act as a significant deterrent to reporting rape.</p> <p>Consider the feasibility of introducing legal representation for complainers where an application is made to introduce her or his sexual history or character.</p> <p>Consider the recent nobile officium case on access to sensitive records and consider whether further steps require to be taken e.g. legislation to introduce an appeals process.</p>			<p>on will be informed by the remit of the forthcoming judicially-led review of sexual offences.</p>
<p>3d</p>	<p>Addressing revictimisation of children and their mothers in the context of court ordered contact. SWA state that this is a very significant problem, the single biggest reason that women seek legal advice and requires responses from all aspects of the justice system.</p>	<p>M</p>		<p>SWA / SG / COPFS / PS</p>

Work stream 4 – Research		Taskforce Lead – SCCJR / SG Justice Analytical Services		
<p>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.</p> <p>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.</p> <p>Over time this work stream should update members on key developments and assist members in drawing on the research base.</p>				
<p>Update – Papers on the Justice Journeys and Measuring Justice research projects are due to be published this year. The Scottish Centre for Crime and Justice Research will present their findings to the Taskforce at the June meeting.</p> <p>Consideration is being given to the next steps for this work stream, which may include a project pulling together relevant research.</p> <p>Consideration is also being given to how the Research work stream might best feed into, and inform, the other work streams.</p>				
Reference	Action	Timescale (S/M/L)	Engagement with Victims	Action Owner(s)
4a	<p>Mapping concepts, contexts and gaps in violence research.</p> <p>Academics and some practitioners widely consulted to supply information about latest research, concepts and concerns about understandings of violence</p>	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
4b	<p>Developing and conducting research on victimisation</p> <p>Continue to develop a coherent body of research around victimisation and</p>	M		Scottish Government Justice Analytical Services in

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

Work stream 5 – Specific Projects		Taskforce Lead – SG / Others		
<p>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.</p>				
<p>Update – 5a - SG has carried out desk research into the role of Victims Commissioner in other jurisdictions. It is an agenda item for Taskforce meeting of 12 June.</p> <p>5b – SG is considering this issue, which was previously raised during the passage of the Victims and Witnesses (Scotland) Bill in 2012.</p>				
Reference	Action	Timescale (S/M/L)	Engagement with Victims	Action Owner(s)
5a	<p>Consideration of the case for the introduction of a new Victims' Commissioner for Scotland. This has been suggested by victims and MSPs.</p> <p>This suggestion was last considered, but not supported, by Parliament during the passage of the Victims and Witness (Scotland) Act 2014.</p> <p>The Cabinet Secretary has stated that the case for a Victims Commissioner will be reviewed by the Taskforce.</p>	S	To be agreed on a project by project basis.	SG
5b	Removal of disqualification under the Road Traffic Offenders Act 1988 - bereaved families/victims injured not informed.	M		S.C.I.D / SG / Transport Scotland

Timescale: short term (<1 year), medium term (1-3 years) and long term (> 3 years)

	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.			
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Timescale: short term (<1 year), medium term (1-3 years) and long term (> 3 years)

Annex A – Update on Programme for Government Commitments Related to Victims

Programme for Government Commitment	Timeframe	Comment
Reduce and, where we can, eliminate the need for victims to have to retell their story to different organisations as they look for help, working with Victim Support Scotland and others	Ongoing	This commitment is being taken forward as part of the ‘victim-centred approach’ work stream in the Victims Taskforce work plan. VSS are engaging with partners across the Criminal Justice sector to inform this work. A report setting out further details on the victim-centred approach will be published in Spring 2019.
Widen the range of serious crimes where the victim can make a statement to the court about how the crime has affected them physically, emotionally and financially.	Consulting on details by summer 2019	Exploratory meetings being set up with COPFS, SCTS and VSS. Consultation planned for summer 2019 to look at extending the current list of offences where a victim statement can be made. Consultation may also consider mechanisms of making a statement e.g. pre-recording. Resource impact on e.g. on VIA at COPFS of extending offences to be considered.
Ensure victims and their families have better information and greater support ahead of prison release arrangements	Ongoing	SPS and VSS are working together to identify improvements to the Victim Notification Scheme (VNS) as it relates to prison release arrangements. This has already resulted in victims of life sentenced offenders who have joined the VNS being provided with the opportunity to make representations in person before any decision is taken the first occasion that the prisoner is considered for temporary release. Previously these representations could only be made in writing.

Programme for Government Commitment	Timeframe	Comment
Increase the openness and transparency of the parole system	Parole consultation opened on 19th December	Consultation was published on 19 December 2018 and will close on 27 March 2019
Establish a new support service for families bereaved by murder and culpable homicide, developed and delivered with Victim Support Scotland to provide dedicated and continuous support	Minimum viable service went live in April 2019	A new service to provide dedicated and continuous support for families bereaved by crime went live in April 2019. VSS have engaged with families through a user-centered design process to inform the development of this service.
Provide an additional £1.1 million of funding to allow trials involving rape to start at the earliest opportunity and minimise the distress caused to victims.	Financial year 2018/2019	Investment of an additional £1.1 million funding (2018-19) from the Justice Budget was announced in August 2018.
Consult on proposals to clarify in legislation the responsibility for forensic medical examinations to ensure that access to healthcare, as well as a forensic medical examination for victims of rape and sexual assault, is a NHS priority and consistently provided for throughout Scotland.	Consultation analysis expected to be published late July 2019	The Scottish Government consultation “Equally Safe: a consultation on legislation to improve forensic medical services for victims of rape and sexual assault” ran for 12 weeks and closed in May 2019. We will carefully consider findings from the consultation and ensure that any legislative change brought forward as a result of this exercise is fully informed by the views of people with lived experience of rape and sexual assault.

Programme for Government Commitment	Timeframe	Comment
<p>Continue to work with others, such as NHS Education Scotland, to achieve a gender balance of professionals trained to undertake forensic medical examinations so that where a victim requests the specific gender of the forensic examiner involved in their care, this can be met.</p>	<p>2018-19</p>	<p>The CMO Taskforce commissioned NHS Education Scotland to redesign the Essentials in Sexual Offences Management and Court Skills course to make it more accessible, including for remote and rural locations.</p> <p>An expert group under the remit of the CMO Taskforce has been established to develop the role of Sexual Offence Nurse Examiners in Scotland with a view to improving the gender balance of the workforce.</p> <p>SG has provided funding to NES to appoint two clinical leads to mentor and support trainees and to look at how more female doctors can be recruited and retained. NES funding will also support the development of local and regional peer support networks.</p> <p>Most recently, it has been further adapted to provide joint training inputs to both nurses and doctors. The course has been accredited by the FFLM. Taskforce funding has enabled NES to train 94 additional doctors over the period 2017-19 (X% of whom are female). This funding will continue in 2019/20 to meet any on-going demand for this training. The aim is to increase the number of particularly female physicians who are able to undertake this work.</p>

Timescale: short term (<1 year), medium term (1-3 years) and long term (> 3 years)

Programme for Government Commitment	Timeframe	Comment
<p>We want to have restorative justice services widely available across Scotland by 2023 with the interests of victims at their heart. We will publish a Restorative Justice Action Plan by spring 2019 that will set out how we deliver this aim.</p>	<p>Action plan published spring 2019</p>	<p>The Action Plan has to be practical, deliverable and designed on a co-production basis in order to be effective – with the voices of practitioners, policy makers and communities at its heart. To help inform this work the Scottish Government held two workshops in November 2018 that were attended by practitioners, third sector representatives and stakeholders from across Scotland. In addition an Evidence Review looking at the used of Restorative Justice in other jurisdictions was published in May 2019 https://www.gov.scot/publications/rapid-evidence-review-uses-restorative-justice/pages/2/.</p>

ANNEX B – Member Priorities and Secretariat Consideration

Timeframe	Organisation	Priority	Description	Taskforce Action	Secretariat consideration
Short term (within 12 months)	SCTS	Pre-recorded evidence - child and vulnerable witnesses	To transform the way in which we take the evidence of children and vulnerable witnesses, where they can be questioned in advance of a trial under the supervision of a judge and have their evidence recorded. Having the right facilities and environment are critical factors and the new hearings suite in Glasgow will mean that children and vulnerable people can be supported to give their best evidence, and have it tested, in a safe and secure environment. The <i>Vulnerable Witnesses (Criminal Evidence) (Scotland) Bill</i> is being progressed through the Scottish Parliament during 2019, with a view to commencement from January 2020	By supporting a phased rollout of pre-recorded evidence so that the justice system is not overwhelmed by unexpected peaks in demand	Considered as ongoing work being taken forward by SCTS and partners. For awareness of taskforce rather than action.
Short term (within 12 months)	SCTS	Judicially led review of sexual offences	The Lord Justice Clerk is initiating a judicially led review. This will take a 'clean sheet' perspective to create a modern system for managing sexual offences which is future focussed, delivers justice as locally as possible at the earliest opportunity while improving the experience of complainers and witnesses.	The outcome from this review may generate additional proposals for systems reform that could improve the experience for complainers in sexual offences cases	Awaiting details on what specific issues this review will look at. Any work of the Taskforce on Sexual Offences will look to compliment this review group. This entry to be added to ongoing work.
Medium Term (within 24 months)	SCTS	Summary criminal case management pilots	The aim of the pilots is to resolve cases at the earliest opportunity, reduce the need for full disclosure, reduce the number of cases called for trial, reduce the number of witnesses unnecessarily cited, ensure witnesses cited are fully engaged, and to reserve trials for cases that cannot be resolved by other means.	Considering the potential benefits for victims and witnesses and the alignment of support services and information sharing	Considered as ongoing work being taken forward by SCTS and partners. For awareness of

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Victims Taskforce – WORK PLAN

12 June 2019

Timeframe	Organisation	Priority	Description	Taskforce Action	Secretariat consideration
					Taskforce rather than action.
Medium Term (1-3 years)	RCS	Jury Attitudes	There are significant concerns about the impact of jury attitudes on decision making in rape trials. There have been numerous surveys into attitudes to rape which demonstrate that a significant minority of people hold women responsible for rape in certain circumstances. There is also extensive research with mock juries which suggest that myths around rape may influence jury decision making. The recent Gillen review in Northern Ireland identified rape myths as undermining the notion of a fair trial, and proposed the creation of a pre instruction video, which would be shown to all juries prior to hearing any evidence.	To consider the feasibility of introducing a pre instruction video for juries in sexual offence trials	Would make sense to consider this after the results of the Jury Research are published in Autumn 2019. Consideration of future work will form part of the Sexual Offences work stream.
	RCS	Privacy rights for sexual offence complainers	Issues around privacy, specifically the possibility of having previous sexual history or medical records being interrogated and brought up in court can act as a significant deterrent to reporting rape.	To consider the feasibility of introducing legal representation for complainers where an application is made to introduce her or his sexual history or character. Consider the recent nobile officium case on access to sensitive records and consider whether further steps	More details are needed about the remit of the Judicially-Led review of sexual offences to consider whether privacy rights will be considered. If not this may be something the taskforce can look at. Evaluation of operation of s274/5 is included under the

Timescale: short term (<1 year), medium term (1-3 years) and long term (> 3 years)

Timeframe	Organisation	Priority	Description	Taskforce Action	Secretariat consideration
				<p>require to be taken e.g. legislation to introduce an appeals process.</p> <p>Consider the commissioning of an independent evaluation of the operation of s274/5.</p>	sexual offences work stream.
	RCS	Information and support for sexual offence complainers	<p>Complainers still complain that they are not being kept up to date on what is happening with their case.</p> <p>Complainer feel ill prepared for court</p> <p>Not all complainers have access to Rape Crisis advocacy workers to support them throughout the process.</p>	<p>To develop a comprehensive digital portal where relevant information about a case is available easily, quickly and in one place.</p> <p>To consider the feasibility of introducing a system of legal advice for complainers.</p> <p>To consider expanding the RCS National Advocacy Project.</p>	The issues of information sharing and support to survivors is relevant issue to all victims and this is included in the work stream on the 'victim –centred approach'. The use of digital tools will be considered as part of this work stream.
	RCS	Significant delays and uncertainty in when cases will reach court	The length of time it takes for cases to reach court (sometimes as long as 2 years) causes significant distress and does not facilitate best evidence. Rape trials are being allocated to floating trial diets despite the recommendation against this in Lord Bonomy's	Reduce the time between the incident being reported and the case calling to trial End the use of floating trial diets for rape cases.	Considered as ongoing work being taken forward by COPFS and partners. For awareness of

Timescale: short term (<1 year), medium term (1-3 years) and long term (> 3 years)

Victims Taskforce – WORK PLAN

12 June 2019

Timeframe	Organisation	Priority	Description	Taskforce Action	Secretariat consideration
			review of the High Court. This creates considerable uncertainty for complainers.		taskforce rather than action.
Long Term (>3 years)	SCRA	Protecting the welfare principle for young offenders	During consideration of victims' interests, ensuring there is no erosion to the principle of a welfare approach being taken to children and young people referred to SCRA due to concern for their offending or seriously harmful behaviour.	By continuing to distinguish victims of children/young people from victims of adults in respect of the case-specific information the victim is entitled to but ensuring that victims of children/young people are provided with adequate supports and general information about the Youth Justice System including the Children's Hearings System	Considered as ongoing work being taken forward by SCRA. For awareness of taskforce rather than action. However the distinction of rights in respect to case-specific information should be taken forward under the information and support to victims in the victim-centred approach work stream.
Short Term (>1 year) by end March 2019	SCCJR	Mapping concepts, contexts and gaps in violence research	Academics and some practitioners being widely consulted to supply information about latest research, concepts and concerns about understandings of violence		This is will form part of the research work stream.
Medium Term (1-3 years) by end of March 2020	SCCJR	Developing and Conducting research on victimisation	Continue to develop a coherent body of research around victimisation and its impact on individuals and communities; reflect on innovative practice and contribute to understanding and supporting societal responses. All SCCJR Partners.		This is will form part of the research work stream.

Timescale: short term (<1 year), medium term (1-3 years) and long term (> 3 years)

Victims Taskforce – WORK PLAN

12 June 2019

Timeframe	Organisation	Priority	Description	Taskforce Action	Secretariat consideration
Long Term (>3 years)	SCCJR	Contribute to societal 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.		This is will form part of the research work stream.
Short Term (>1 year)	Police Scotland	Improve performance in respect of 3D, Victims and Witnesses (Scotland) Act 2014	<p>Police Scotland are not satisfied that all victims of crime are being issued with a victim care card and informed of their rights in respect of accessing victim support services. Police Scotland work in Partnership with Victim Support Scotland (VSS) to improve performance to maximise lawful referrals, affording VSS the opportunity to quality target their resources to those who need support. Joint Work Plan outlining strategic priorities has been agreed. Divisional ownership of performance and service delivery to be established with appropriate governance structures. Face to face briefings on implemented referral processes and procedures have been delivered to all officers. Officers' performance to be monitored at a supervisory level to embed learning and a culture of follow up contact to ensure all victims are fully informed of their rights and those who need support are not overlooked.</p> <p>Partnership working locally between Police Scotland and VSS requires to be strengthened. VSS to replicate across the country good practice in respect of providing inputs to officers on service provided by VSS. Police Scotland website to provide clear and concise information on how victims and witnesses can access support services which is easily accessible and has links to VSS website and to the Victim Care Card. Police</p>		Considered as ongoing work being taken forward by Police Scotland and VSS. For awareness of taskforce rather than action.

Timescale: short term (<1 year), medium term (1-3 years) and long term (> 3 years)

Victims Taskforce – WORK PLAN

12 June 2019

Timeframe	Organisation	Priority	Description	Taskforce Action	Secretariat consideration
			Scotland continues to work in partnership with Scottish Government, Criminal Justice Partners and VSS to improve reporting within the Standards of Service for Victims and Witnesses to make the content more meaningful and engaging and accurately reflects victims' experiences in relation to the criminal justice process.		
Medium Term (2-3 years)	Police Scotland	Develop consistent recording mechanisms for VSS referrals and issuing of VCC cards	Police Scotland currently have 5 different crime systems in operation across Scotland with varying capabilities and functions in respect of recording VSS referral requests and issuing of VCCs. Police Scotland are working in partnership with VSS to improve performance in relation to accuracy of VSS referral data provided by Police Scotland. VSS also provide feedback to Police Scotland where victims declare whether or not they received a VCC. Improvements have been made to VSS consent / request field availability and description where possible. Where VSS / VCC are not available officers require to make clear any request to be referred and issuing of VCC in written text. 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 Police Scotland is complying with its statutory duties under the Victims and Witnesses (Scotland) Act 2014 in respect of providing access to victim support services and the issuing of VCCs.		This will be taken forward as part of the 'victim centred approach' work stream including GDPR concerns.

Timescale: short term (<1 year), medium term (1-3 years) and long term (> 3 years)

Victims Taskforce – WORK PLAN

12 June 2019

Timeframe	Organisation	Priority	Description	Taskforce Action	Secretariat consideration
Short Term (<1 year)	SPS – Scottish Prison Service (SPS)/Victim Support Scotland (VSS)	Keeping Victims better informed	To ensure victims are better informed about those who have offended against them, SPS is taking the first steps with victims of life sentenced offenders to offer the opportunity to meet with them to provide their representations at the temporary release stage. Victim Support Scotland will support the victim in any discussions.	Support and encourage partnership working.	Considered as ongoing work being taken forward by SPS and VSS. For awareness of taskforce rather than action.
Medium Term (1-3 years)	SPS - SPS/PBS/VSS	Collaborative Working	Developing working and information sharing arrangements between the SPS, Parole Board of Scotland (PBS) and VSS so that victims are being supported and experience a seamless service. This will also include the potential for secondment of staff and information sharing protocols.	Support and encourage partnership working.	This is being taken forward as action in the 'victim- centred approach' work stream and applies to many
Long Term (>3 years)	SPS – SPS/PBS/VSS	Victim Engagement	Synthesis of victim engagement between SPS, PBS and VSS to ensure that victims are treated with dignity and respect and are part of decisions that affect them where appropriate.	Support and encourage partnership working.	This is being taken forward as action in the 'victim- centred approach' work stream.
Short Term (<1 year)	Community Justice Scotland	Provision of training to criminal justice social work services nationally	This includes trauma training, currently procured and delivered to CJSW, but with intentions to develop and extend trauma training to other professionals working in the justice sector. This work is ongoing. NES and SG National Trauma Training Framework - https://www.nes.scot.nhs.uk/education-and-		Thoughts that this would be beneficial for the whole of the criminal justice sector and is reflected in the trauma- informed workforce work stream.

Timescale: short term (<1 year), medium term (1-3 years) and long term (> 3 years)

Victims Taskforce – WORK PLAN

12 June 2019

Timeframe	Organisation	Priority	Description	Taskforce Action	Secretariat consideration
			training/by-discipline/psychology/multiprofessional-psychology/national-trauma-training-framework.aspx		
Long Term (>3 years)	Community Justice Scotland	Preventing future victimisation through supporting the development of effective services by preventing and reducing offending	<p>In order to achieve this priority, CJS seeks to identify and promote best practice on community justice from local, national and international sources on services for people with convictions, their families, victims and communities. This will be of most practical and immediate relevance to the victims taskforce, we will aim feed in transferable learning from relevant areas within community justice and from national and international best practice, and to use the work of the taskforce in our policy and practice development.</p> <p>CJS also has an improvement function; “We will work with our partners and help change by identifying challenges and supporting improvements in our community justice system. This is underpinned by our commitment to fostering positive working relationships with statutory and third sector partners including people with lived experience, women, families, communities and victims to increase mutual understanding of shared priorities and to identify opportunities for joint working.</p> <p>We will be developing a new corporate plan in the coming financial year (2019/20) for 2021 and beyond, and this work is currently being initiated by the CJS Board.</p>		Considered as ongoing work being taken forward by Community Justice Scotland with support from partners. For awareness of taskforce rather than action.
	Parole Board	Assist SPS in designing and	To assist the Scottish Prison Service in designing and providing parole tribunal accommodation which is		This will be considered as part of the ‘Victim-

Timescale: short term (<1 year), medium term (1-3 years) and long term (> 3 years)

Timeframe	Organisation	Priority	Description	Taskforce Action	Secretariat consideration
		providing parole tribunal accommodation for witnesses, victims and observers	capable of accommodating parties, witnesses, victims and observers and has technology to allow witnesses and victims to contribute to the tribunal remotely. The Board has no control over tribunal accommodation in prisons or over the availability and quality of remote links. It has engaged with SPS to identify what will be required in the way of accommodation and technology. Having identified what is required the Board stands ready to assist SPS in any way it can to design and deliver accommodation suited to the increase in victim involvement and in the transparency of the parole process. Accommodation is central to progress.		centred approach' work stream as it relates to seamless access to justice.
	Parole Board	Greater transparency in parole process.	Greater transparency in the parole process generally but with specific reference to victims. Accommodation is a key issue here also. So far as it is within the competence and control of the Board, Chairs have agreed in principle that summaries of decision minutes should be available to victims (and more widely). It is yet to be decided how that will happen but processes are to be tested in March and April 2019 where Chairs will redact decision minutes for publication and where members unconnected with the decision will carry out the redaction exercise. Thereafter, the two options will be evaluated and a decision taken on how to best carry out the redaction exercise and how best to publish the redacted minutes. There will be resource issues associated with this but these can no doubt be resolved as the Board works out its publication policy	In control of the Board and would benefit from legislative change to introduce a presumption of publication.	Considered as ongoing work being taken forward by Parole Board and Scottish Government as one of the programme for government commitments. For awareness of taskforce rather than action at this stage.
	Parole Board	Extending categories of victims entitled	Extending the categories of victims entitled to information and support. The Board presently has an obligation to offer an interview to victims of prisoners	Something which the Board is doing at present because no other body will, or	This will be considered as part of the 'Victim-centred approach'

Timescale: short term (<1 year), medium term (1-3 years) and long term (> 3 years)

Timeframe	Organisation	Priority	Description	Taskforce Action	Secretariat consideration
		to information and support from the Parole Board	<p>sentenced to life imprisonment. The Board will also accept representations from victims who have signed up for the Victim Notification Scheme. There are, however, many victims who do not sign up but who, at some point, decide that they wish to have information about the parole process in relation to a particular prisoner. The Board has now adopted a policy that it will accept representations from any person, direct victim, less direct or even a witness who is not an obvious victim. While the representations will be admissible, the Board will still have to assess what evidential weight to attach to them. The Board will accede to requests for personal meetings in other than the most exceptional circumstances and members have met with victims who have expressed no interest until release on licence is under active consideration. Meetings have taken place with victims of previous crimes. So, for example, where a prisoner had been imprisoned in another jurisdiction and released to live in Scotland and been convicted again for similar offences here, members have met with victims of the crimes in the foreign jurisdiction to explain the Scottish procedure and answer questions so far as possible. Where a witness to the index offences became aware that the punishment part of a life sentence was about to expire and the prisoner would be considered for parole he made contact with the Board who will, if he wishes, meet him and answer his questions so far as possible. He can be seen as a person who fears that he may be about to become a victim if the prisoner concerned is released. This policy extends the category</p>	perhaps can, but which, in the Board’s view, should be done by a specialist parole victim (in the broadest sense) support service.	work stream as it relates to seamless access to justice.

Timescale: short term (<1 year), medium term (1-3 years) and long term (> 3 years)

Timeframe	Organisation	Priority	Description	Taskforce Action	Secretariat consideration
			of victim to persons who are victims in a broad sense and not only of the index offence but also those who reasonably fear that release on licence may create circumstances where they will become a victim and which does not limit engagement to those who have signed up to VNS.		
Medium Term (1-3 years)	S.C.I.D	Removal of disqualification under the Road Traffic Offenders Act 1988 - bereaved families/victims injured not informed.	<p>Convicted offenders who kill/injure innocent road users by driving offences can apply to the court to have their driving licence rescinded¹ and victims know nothing of it.</p> <p>Each year approx. 300 offenders apply to Scottish courts to have their driving licence returned before period of disqualification has been completed. Approx 200 offenders are successful.</p> <p>The number of offenders who have caused fatal or injury road crashes and go on to apply to have their driving licence rescinded , is small but the impact on a bereaved family is huge and causes secondary victimisation. For often the offender lives locally.</p> <p>As far back as 2012 this issue was raised in Q7 of the consultation paper <i>Making Justice Work for Victims and Witnesses: Victims and Witnesses Bill</i>.</p> <p>Q7 Do you agree that bereaved families in road death cases should be</p>	An opt-in system similar to the Victim Notification Scheme - operated by court services.	This will be considered as part of the items for Specific Projects work stream.

Timescale: short term (<1 year), medium term (1-3 years) and long term (> 3 years)

Timeframe	Organisation	Priority	Description	Taskforce Action	Secretariat consideration
			<p>(a) advised when the offender’s driving disqualification is rescinded and their driving licence returned to them? Yes No</p> <p>(b) given the chance to register any concerns about return of the driving licence Yes No</p> <p>The majority of respondees gave a favourable response. No further action was taken by the Scottish Government.</p> <p>SCID continues to campaign for victims to have the right to be provided with this information; if they so wish.</p> <p><u>Proposed way forward.</u> Offenders who wish to apply for early return of their driving licence must apply to the court where that penalty was imposed. Following an opt-in system for victims - The court services would be best placed to inform victim families when an application from an offender is received.</p> <p>¹https://www.scotcourts.gov.uk/taking-action/frequently-asked-questions/removal-of-disqualification-under-the-road-traffic-offenders-act-1988-faqs</p>		

Victims Taskforce – WORK PLAN

12 June 2019

Timeframe	Organisation	Priority	Description	Taskforce Action	Secretariat consideration
<p>Short Term (<1 year)</p> <p>Medium Term (1-3 years)</p>	<p>Deaths Abroad You Are Not Alone (DAYNA)</p>	Deaths Abroad	<p>Prioritise a process whereby the family is immediately offered the services of a FLO or similar to assist & or advise them in Scotland.</p> <p>The Process whereby Foreign Office/Scottish police refer/advise Victim support services of a fatality/death abroad.</p> <p>Needs assessments in place to identify families concerns.</p> <p>Possible list of pro bono lawyers drafted who can assist families.</p> <p>Interpretation/Translation services provided or considered for partnership working.</p> <p>Repatriation trust set up to return Scots if sudden death or killed abroad.</p> <p>Medium term - request that CICA is considered for deaths abroad & families consulted, perhaps not only Scotland but throughout the UK Established partnerships with organisations to support families. Currently very fragmented.</p>	<p>Taskforce recognise that the families of someone killed abroad is completely stand alone and that processes need to be put in place in Scotland.</p>	<p>Cabinet Secretary for Justice has met various families to discuss these issues as well as politicians who are supporting the families. Also links into work of UK All-Party Group on Deaths Abroad and Consular Services, who are due to publish a report on their findings by spring 2019.</p> <p>Taskforce can consider issues common to all victims e.g. timely support and information. Others issues may require specialist consular support.</p>

Timescale: short term (<1 year), medium term (1-3 years) and long term (> 3 years)

Victims Taskforce – WORK PLAN

12 June 2019

Timeframe	Organisation	Priority	Description	Taskforce Action	Secretariat consideration
	Scottish Women's Aid	Access to Justice	Failures of access to justice (all forms of legal services provided in a timely, gender-competent, and affordable fashion) for women and children experiencing domestic abuse		Considered as ongoing work being taken forward by Scottish Women's Aid and other partners. For awareness of taskforce rather than action at this stage.
	Scottish Women's Aid	Implementation of new domestic abuse laws	<p>Arrests of women victims for perpetration of domestic abuse in the context of implementation of the new law.</p> <p>For a number of years we saw a significant number of dual arrests for DA-flagged offences—police were unable to identify a primary aggressor and arrested both. The consequences of this for women, especially women with children, are dire, and we know from Helpline calls that many women are now reluctant to report for fear that they themselves will be arrested/charged. We were happy to see dual arrests drop with the implementation of the new protocol between COPFS and PS, but we are convinced that we will see inappropriate arrests of women victims, already an unfortunate feature of our system, increase with implementation of the new law. In pro-arrest environments like ours, police (for a variety of reasons, but lack of training on gendered dynamics of domestic abuse is the most common) often have trouble identifying the real victim. We would like to see Justice, COPFS, and PS work with us to prevent this.</p>		Considered as ongoing work being taken forward by Scottish Women's Aid and other partners in relation to training to support the new domestic abuse legislation. For awareness of taskforce rather than action at this stage.

Timescale: short term (<1 year), medium term (1-3 years) and long term (> 3 years)

Victims Taskforce – WORK PLAN

12 June 2019

Timeframe	Organisation	Priority	Description	Taskforce Action	Secretariat consideration
	Scottish Women's Aid	Addressing of revictimisation in relation to court ordered contact	<p>Revictimisation of children and their mothers in the context of court-ordered contact.</p> <p>As has now been flagged in a number of settings, this is the single biggest reason that women seek legal help. The gap between criminal and civil processes is just one feature of this problem—failure to honour children's rights to have a voice in decisions, failure to respect advice from children's workers in the voluntary sector, failure to understand child development and the dynamics and impact of domestic abuse are a few of the others. The problem is huge and requires a response from all aspects of our system.</p>		To be considered as part of the Sexual Offences / Gender Based Violence work stream.
Medium - term (1-3 years)	COPFS	Review of Victim Care in the Justice System in Scotland	<p>Work ongoing by VSS, with input from key partner organisations, to develop a plan to implement the recommendations from the Review of Victim Care in the Justice System in Scotland, undertaken by the former Solicitor General, Dr Lesley Thomson QC, in relation to a 'one front door' single point of contact model that is victim-centred, reduces the need for victims to re-tell their story to multiple agencies and supports the needs of victims through their journey and experience of the criminal justice system in Scotland.</p>	The Taskforce provides an opportunity, through the presence of all the key stakeholders as Taskforce members, to drive forward change and progress in victim care across the justice system.	To be considered as part of the victim centred approach work stream.

Timescale: short term (<1 year), medium term (1-3 years) and long term (> 3 years)