



POLICE

The Remedy Hub Project

One stop
Out of Court Disposals

Introduction

“The Remedy Hub”

- The concept in brief
- Who is involved
- Overview of the project so far



Key Drivers

A Thinner Blue line

THE SOCIAL
CHANGE
SOCIETY CIC

- Financial constraints...over 20,000 police officer posts lost
- Even more support staff posts. Centralisation, Estate sold
- Hampshire example; custody locations reduced from 12 to 4
- 50% decrease in the use of arrests
- Increased “on street” resolution (out-of-court disposals)
- Confusing area, clunky processes and lack of meaningful remedies
- Failure to comply with national Victim Code and national guidance

Key Drivers



Police & Crime Commissioner's Policing Plan

THE SOCIAL
CHANGE
SOCIETY CIC

- PCC's hold the police budget and influence spending
- Commission services and are voice of public
- S101 Anti-social Behaviour, Crime & Policing Act 2014
- Place victims at the heart of decision making for Police and PCC's
- Community Remedy = response to low level high volume incidents

Key Drivers



Police & Crime Commissioner's Policing Plan

- Few PCC's have connected to frontline Out-of-Court Disposals

But they need ...

- Opportunity to significantly improve
 - Public / victim engagement
 - Outcomes
 - Re-Offending rates
 - Reduce Policing costs

Traditional Criminal Justice System is creaking at the seams

Courts closures & CPS cuts...

Increasing pressure to resolve matters out of court

Nationally it is recognised that this **volume crime problem** is growing

Policing needs ...

- Better understanding of Out of Court Disposal options by frontline
- More consistency with usage
- Improved engagement and compliance with victims
- Meaningful remedies that 'work'
- Efficient administration and delivery

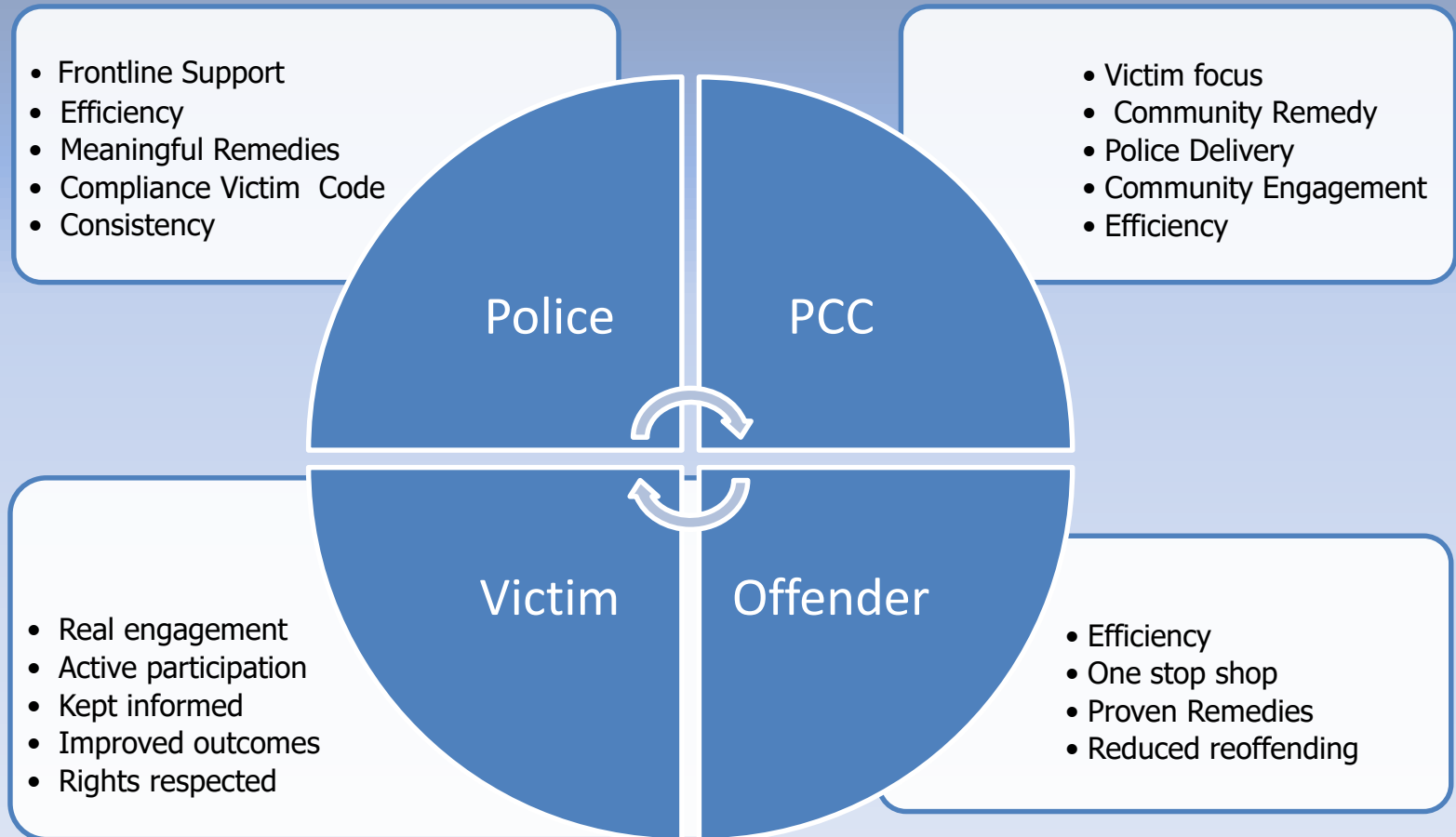
Solution:

A straight forward one stop for the comprehensive handling of all

Out of Court Disposals

"The Remedy Hub"

Remedy Hub



Support Police



We will help Police by


- Providing consistency of interpretation (via access to national guidance) and a single version of the system
- Providing efficient centralised IT and process admin to reduce current on costs and permitting rapid deployment, oversight, management and feedback closure.
- Ensuring compliance with Victim Codes via engagement and joint determination of what remedy should be applied
- Providing meaningful remedies...



Support PCC and Public

We will help PCC's by

- Connecting published Community Remedy Document with operational frontline delivery of policing
- Providing opportunity for PCC to ensure local Remedies they want
- Proving easy expansion and fast deployment of additional Remedies
- Offering greater opportunity for broader community engagement



Support Victim, Witness and Offender

Support the Victim

- By ensuring police comply with national Victim Code
- Meaningful engagement with each case
- Keep Victim informed of progress of their case.
- Enabling real & efficient ways of gaining greater satisfaction/outcome.
- The Hub also offers opportunity of expansion opportunities for victim pathway support also funded by PCC's.



Victim, Witness and Offender Support

Support Witnesses

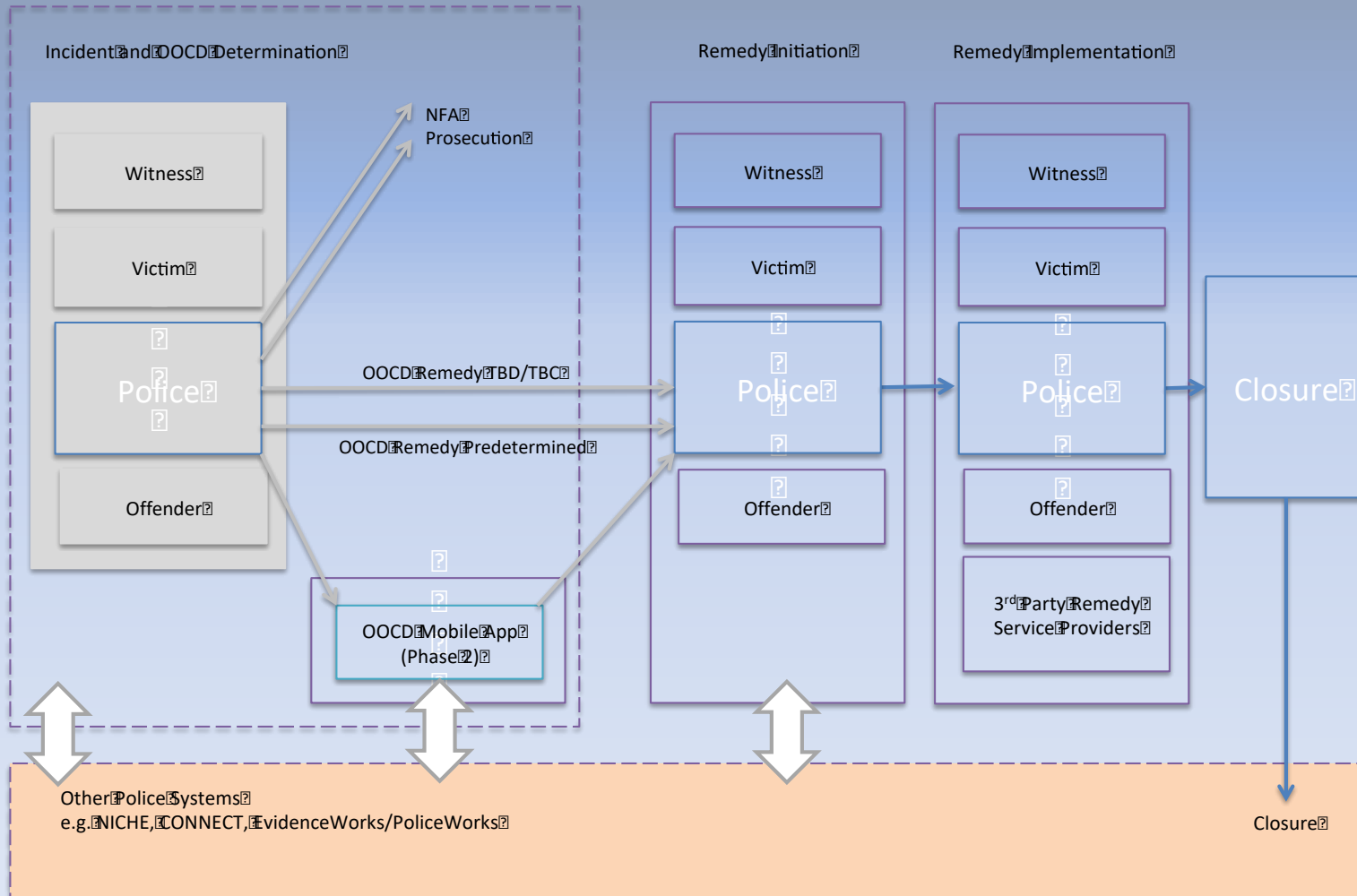
- Keep them informed with progress of cases

Support Offender Management

- Provide a simple one stop shop for the delivery of their remedy
- Drive innovation

Processes and Systems

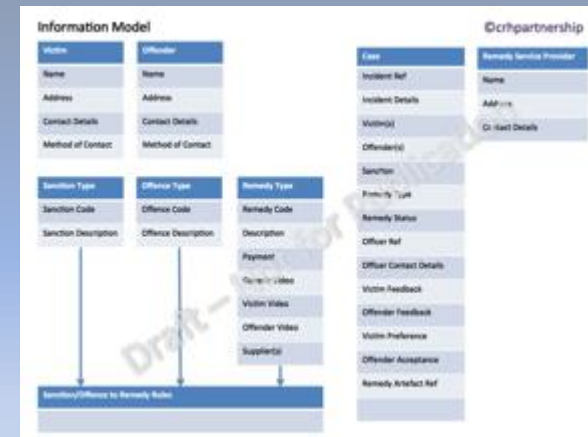
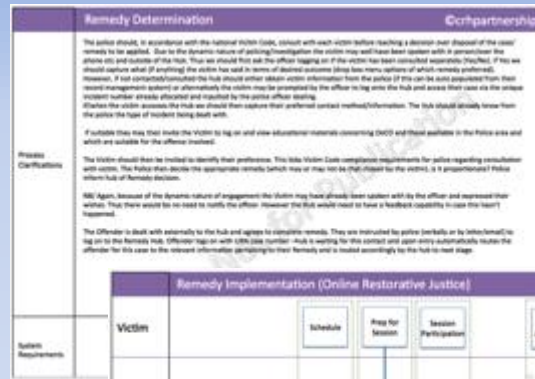
Overall Context



Processes and Systems

Process and Data

| Remedy Types | ©chpartnership | | | | | | | |
|------------------------------------|-----------------------------------|----------------------------------|---------------------------------|-------------------------------|---|---------------------|------------------|-------------------------------|
| | Screen Involves At Scene | Remedy Hub Process Mgmt | Remedy Hub Online Tool | Remedy Hub Payment T | Remedy Hub Orchestration Victims, Offender | Service Provider | Online Course | Online Video Conference |
| Online Restorative Justice | | ○ | | | ○ | ○(Med) | | ○ |
| Face to Face Restorative Justice | | ○ | | | ○ | ○(Med) | | ○(Op) |
| Facilitated Apology | ○ | ○ | | | ○ | ○ | | ○ |
| Apology | ○ | ○ | ○ | | | | | |
| Mediation | | ○ | | | ○ | ○(Med) | | ○ |
| Online Course/CBT | ○ | ○ | | ○ | | ○(Auth) | | ○ |
| Attended Course | ○ | ○ | | ○ | ○ | | | |
| Reparation Activity | | | | | ○ | | | |
| Rehabilitation Activity | ○ | ○ | | | ○ | | | |
| Reparation/Compensation Payment | ○ | ○ | | ○ | | | | |
| Fine Payment | ○ | ○ | | ○ | | | | |
| Behavioural Contract | ○ | ○ | ○ | | | | | |



Remedy Catalogue



Process
Flows
for each
Remedy

Data Model



- We envisage significant opportunity to provide a National back office 'managed service' based around the Hub
- Standard items such as IT Help Desk, User help desk, training of POs plus:
 - Managing remedies, collecting fines, following up non-compliance, communicating with offenders and victims, booking courses, organising restorative justice/mediation sessions, managing 3rd party service providers.....
 - Providing Data and Analytical services.....

Opens the door

To

- National IT and service operations
- Other user groups/situations
 - Expansion to areas such as Witness services
 - Extension of Hub services to offenders already sentenced
- Public visibility of the Justice System in operation for them

Progress so far

- Partnership with **Fujitsu UK**
- Finalising Data and Process Model with operational input
- A prototype demonstration model for use with Police and PCCs
- **Project Development Board** 'Think Tank'. Senior Police, PCC's, Academics and Ministers to sponsors, review and approve material
- Creating access to the market to demonstrate the offering

Progress so far

- Working to secure a 'Patron' for the project
- Partnered with a Home Office force to deliver 'Pilot'
- Working closely with National Police lead
- Pursing additional opportunities to deploy the Hub in other arenas
- Delivery through **The Social Change Society CIC**

Our purpose

- To prevent offending and re-offending across Society
- To reduce the risk of offending through early intervention
- To support individuals who are experiencing:
 - Early childhood neglect and/or abuse
 - Signs of early and repeat offending
 - Substance mis-use and abuse
 - School exclusion, poor education and illiteracy
 - Bullying and Hate Crime
 - Social, Emotional and Mental Health issues

The Remedy Hub Delivers

Efficient and effective early intervention

Releases Police time and resource for more serious crimes

Innovation in the Criminal Justice System

Role of The Social Change Society CIC

To promote the Remedy Hub Project

Police & Crime Commissioners

Government

Other potential users

Develop a Governance structure

Service the Project Development Board

Take to market and progress business opportunity

Our investment in this project

WHAT'S REQUIRED

- **IT development**
 - Prototype
 - Coding
 - Device agnostic software
 - Ability to interface with force systems
 - Management Information
- **Cash investment**
 - Commitments made
 - Carry on the work through the CIC
- **Access to market**
 - Out of Court Disposal Expertise
 - Experience in delivering contracts with forces
- **Credibility**
 - Ability to deliver in a secure environment
 - Ability to develop and grow service

What's Next

- Development and Prototype
- Market Testing
- Pilot
- Regional / National Roll Out