

Terms of Reference for the Multi-agency Governance Board

Victim Help Centre

Definitions

1. In this document, unless the context otherwise requires, the

- 2011 Act means the Police Reform and Social Responsibility Act 2011
- The Commissioner means the Police and Crime Commissioner for north Wales
- The Deputy means the person appointed by the Commissioner under section 18 of the 2011 Act as Deputy Police and Crime Commissioner
- The Assistant Chief Constable means the Assistant Chief Constable for north Wales
- The Commissioning Officer means the Commissioning Officer for the office of the Police and Crime Commissioner
- The Board's administrator means the member of the Commissioner's staff with responsibility for administering the business of the Board including the preparation and distribution of the agendas and the taking and publishing of the records of the Board's meetings including its extraordinary meetings
- The Police and Crime Plan has the meaning given in section 7 of the 2011 Act
- North Wales means the police area named as such in schedule 1 of the Police Act 1996 (police areas outside London)
- The Force means North Wales Police
- The Plan objectives are the Commissioner's police and crime objectives as set in the latest version of the Plan
- The Needs Assessment is the Needs Assessment for the Development of Victim Services in North Wales, May 2014
- The Service Specification documents provided to Victim Support under grant funding arrangements by the Office of the Police and Crime Commissioner comprise of Service Specification for Victim Help Centre, Business Plan, Schedule of Payment, Branding Guidelines, Key Performance Indicators and Victim Feedback Survey
- The project objectives are the objectives of the Integrated Strategy for Victims Project Board as set out in Business Plan and Service Specification documentation
- The Victims' Code refers to the Code of Practice for Victims of Crime October 2013.
- The EU Directive refers to The EU Directive on Victims' Rights (2012/29/EU) and homophobic and transphobic crime victims.
- Providing support/services for victims which will include carers or advocates.

Purpose

2. There shall be a Multi-agency Governance Board, the principle functions of which will be to provide direction on developing trends and behaviours and to oversee service standards to develop a culture of continuous improvement and excellent performance in line with the objectives of the Police and Crime plan. It shall also have the following functions:-

- to scrutinize performance of the Victim Help Centre against the Key Performance Indicators
- to scrutinize performance of the Victim Help Centre against the Victim Feedback Survey results

- to ensure the Victim Help Centre complies with Service Specification including Branding Guidelines
- to develop proposals for the delivery of Victim Services in line with the Victims' Code and EU Directive to continuously improve the service provided by the Victim Help Centre
- to ensure continued value for money
- to provide efficiency and joined up thinking to ensure value for money

3. Members of the Board shall comprise

- The Police and Crime Commissioner
- The Deputy
- The Commissioning Officer
- The administrator
- Such other person or persons as the Commissioner invites
- The Assistant Chief Constable
- Head of Administration of Justice
- Head of Public Protection Unit
- Victim Help Centre Manager
- Victim Support Regional Manager
- Probation Service Regional Manager
- Crown Prosecution Service Manager
- Betsi Cadwaladr University Health Board Mental Health and Learning Disabilities Lead
- Voluntary Sector Representative
- Victim Representative

4. The Board shall be chaired by the Commissioner. In his absence, it shall be chaired by the Deputy.

5. The Board shall meet at least once every quarter. Extraordinary meetings may be called by the Commissioner to address urgent matters. Whether a matter is urgent or not for these purposes shall be decided by the Commissioner.

6. A written record of all meetings of the Board shall be kept by the administrator. The Commissioner's office shall be responsible for the preparation and distribution of the agendas and the taking and publishing of the records of the Board's meetings including its extraordinary meetings. An agenda will be distributed to all members of the Board 7 days in advance of the scheduled meeting and a written record of the meeting should be distributed to all members of the Board no later than 7 days after the meeting.

7. The Victim Help Centre manager will be responsible for communicating decisions of the Board to the Victim Help Centre (and Victim Support where necessary) and any actions for the Victim Help Centre arising out of the decisions of the Board.

Likewise, Agency Leads will be responsible for communicating the decisions and actions of the Board to their respective agencies.

8. The Commissioning Officer will meet with the Victim Help Centre Manager separately from each Multi-Agency Governance Board to review expenditure and service standards in line with grant funding arrangements. An update from which will be provided to Board Members during the Governance Board.