

Appendix 1: Victim Support MOPAC return, Quarter 2, 2015/2016

Outcome	Baseline data	Target	Timeline to be achieved by	updates
Victims and witnesses of ASB are provided with a victim centred approach	To be established in 2015/16	60	1 st April 2015 to 31 st March 2016	<p><u>Quarter 1:</u> 34 victims supported (exceeds the level of 15 required to be on track to meet the target by March 2016) Target met – Q1 performance on line to achieve target</p> <p><u>Quarter 2:</u> 35 victims supported (exceeds the level of 15 required to be on track to meet the target by March 2016) Target met – Q1 performance on line to achieve and exceed target</p>
<p>The needs of victims are met and the service has a positive impact on the victim's</p> <p>a) Overall satisfaction b) Needs met c) Confidence d) Other agencies e) Recommend victim support to others</p>	To be established in 2015/16	Overall victim satisfaction 85%	1 st April 2015 to 31 st March 2016	<p>Quarter 1</p> <p>a) Overall satisfaction 78%</p> <p>Target not yet met – marginally below level required to achieve target</p> <p>b) Needs met: 67% c) Confidence: 60% d) Other agencies: 100% e) Recommend victim support to others: 100%</p> <p>Quarter 2</p> <p>a) Overall satisfaction 83%</p> <p>Target not yet met – marginally below level required to achieve target</p> <p>b) Needs met: 71% c) Confidence: 79%</p>

				<p>d) Other agencies: 79%</p> <p>e) Recommend victim support to others: 94%</p> <p>Commentary: Q2 satisfaction has demonstrated an increase in overall satisfaction from 78% to 83%</p>
The Community Trigger is received and independently assessed	To be established in 2015/16	95% of community triggers received are assessed and responded to in the agreed timescale	1 st April 2014 to 31 st March 2015	<p>No community triggers have been received in Q1</p> <p>Q2 100% (1 Community Trigger received and responded to in agreed time scale)</p>