

Document 1

EMAIL CHAIN

Wed 12/08/2020 07:12

RE: AGENDA - Victim Centred Approach - Follow up discussion

To - Kate Wallace

Hi Kate

I hope you are well and enjoyed your time off.

I've put together a brief agenda for the discussion tomorrow – slightly wider remit than originally billed but do let me know if you wish to add anything to this.

Thanks

[REDACTED]

AGENDA

- 1) WS1 Victim Centred Approach work
 - a. ~ Thoughts about using Thrive report recommendations as basis for WS1
 - b. ~ Reconvening GG to discuss next steps / present Thrive report to them
 - c. ~ Standalone projects we could take forward under WS1, e.g. publications review

- 2) Next Victims Taskforce - 9 September
 - a. ~ Approach to victims voices agenda item
 - b. ~ thoughts on agenda – VSO asks, Thrive report

[REDACTED]

[REDACTED]

Senior Policy Officer

Victims & Witnesses Team

Criminal Justice Division| Scottish Government

[REDACTED]

My working pattern is Monday to Thursday

-----Original Appointment-----

From: [REDACTED]

Sent: 14 July 2020 10:47

To: [REDACTED]; Kate Wallace; [REDACTED]

Subject: Victim Centred Approach - Follow up discussion

When: 13 August 2020 14:00-15:00 (UTC+00:00) Dublin, Edinburgh, Lisbon, London.

Where: Webex - details will follow

Document 2

Email Chain

Thu 11/06/2020 15:03

To: Kate Wallace

CC: [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Hi Kate

I was looking to get some time in your diary (possibly 2 hours) to review the work stream 1 work plan. I think we said we would look to do this following the taskforce meeting and would use the stop, start continue method for reviewing.

Grateful for your thoughts and if anything could be done in advance of this discussion that would be helpful do let me know.

Thanks

[REDACTED]

[REDACTED]

Senior Policy Officer

Victims & Witnesses Team

Criminal Justice Division| Scottish Government

T: [REDACTED]

M: [REDACTED]

e: [REDACTED]

My working pattern is Monday to Thursday

From: [REDACTED]

Sent: 18 May 2020 14:55

To: Kate Wallace

Cc: [REDACTED]

Subject: Victim Centred Approach

Hi Kate

Hope you are well.

As you will be aware the next meeting of the Victims Taskforce is due to take place on 10 June. We have been discussing the best way to take forward discussion on the Workplan and our intention would be to establish priority work for each workstream. To this end, it would be really helpful if we could have a chat with you as chair of WS1 to get your thoughts on taking this forward.

Would you have availability for a chat this early next week?

Thanks

[REDACTED]

[REDACTED]

Senior Policy Officer

Victims & Witnesses Team

Criminal Justice Division| Scottish Government

T: [REDACTED]

M: [REDACTED]

e: [REDACTED]

My working pattern is Monday to Thursday

Document 3

EMAIL

Tue 07/07/2020 10:30

To – [REDACTED]; Kate Wallace; [REDACTED]

Kate

[REDACTED]

[REDACTED]

In advance of our call later today, please see attached Work Stream One – Operational Group Action Log and “Stop/Start/Continue” grid to aid discussion.

Kind regards

[REDACTED]

[REDACTED]

Victims & Witnesses | Criminal Justice Division | Scottish Government | GWR St Andrew's House |
Edinburgh | EH1 3DG

 [REDACTED]

 [REDACTED]

 [REDACTED]



Victims Taskforce - Work Steam One -
Work Stream One - 'Operational Group ,

Document 4

EMAIL CHAIN

Thu 28/05/2020 08:15

From - Kate Wallace

To – [REDACTED]

Ha! Sorry for the confusion.

It's not a formal sub-group so maybe we should call it a sub-grouping? It involved SPS, PBS, SWS, Assist and VSS and we are going to attempt to engage COPFS as the next stage. And yes I am happy with your suggestion. If I don't get a chance in that item I could maybe use AOB to ensure that I do raise it?[REDACTED]

And yes good idea re a call. My diary is nutsos though, probably like yours. I have copied [REDACTED] into this. [REDACTED], can you liaise with [REDACTED] and try and find a time that suits?

Best wishes

Kate

From: [REDACTED]

Sent: 27 May 2020 19:50

To: Kate Wallace

Cc: [REDACTED]

Subject: RE: Victim Centred Approach - update for workplan

Hi Kate

Thanks for that, I shall add that into the work plan update. Could I check which sub-group meeting you refer to – sorry if I missed something? Appreciate you haven't seen the agenda yet, but there will be an opportunity to raise VNS as we will have an item covering impact of COVID – would you be happy with that rather than an AOB?

[REDACTED] and I thought it might be helpful to set up a call for next week to discuss further the issues below and catch up more generally on WS1 – should I liaise with your PA for a time?

[REDACTED]

[REDACTED]

Senior Policy Officer

Victims & Witnesses Team

Criminal Justice Division| Scottish Government

T: [REDACTED]

M: [REDACTED]

e:[REDACTED]

My working pattern is Monday to Thursday

From: Kate Wallace
Sent: 27 May 2020 16:48
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Victim Centred Approach - update for workplan

Perfect thanks for this.

Could we also say that a sub-group of organisations involved in the VCA recently met to discuss two main things:

- Improvements that could be made to the Victim Notification Scheme
- The gap in terms of information sharing for the purposes of victim safety planning related to prisoner release – especially short term prisoners as there is a recognised gap there

What do you think?

I also wanted to put VNS on the agenda as AOB to discuss this further.

Kate

From: [REDACTED]
Sent: 27 May 2020 15:57
To: Kate Wallace
Cc: [REDACTED]
Subject: RE: Victim Centred Approach - update for workplan

Hi Kate

Hope you are well.

Are you content with this text as a work plan update for WS1? If possible could I have your views and comments or changes by tomorrow as we're sending papers to the Cab Sec – sorry for the short notice!

[REDACTED]

June Update –

The Victim Centred Approach Operational Group met for the first time on 4 February with this being a new area of work for many of the members. The main items on the agenda were the role and remit of the group, the work plan and how the group will feed into the Governance Group. The Operational Group approved the draft terms of reference, and suggested they would to revisit the actions in work stream 1 of the work plan.

Unfortunately, due to lockdown no further meetings of the Governance or Operational groups have been able to take place. We are currently prioritising

actions in the work plan that we can take forward under lockdown. For example, action 1b the publications review has already had initial scoping work done and this could be progressed.

The Thrive project on Transforming Services for Victims and Witnesses has also been impacted by the Covid-19 outbreak. We are aiming to have a finalised report ready for sharing in the next few weeks and suggest a more in-depth discussion on this report at the next Taskforce meeting in September.

[REDACTED]

Senior Policy Officer
Victims & Witnesses Team
Criminal Justice Division| Scottish Government
T: [REDACTED]
M: [REDACTED]
e: [REDACTED]

My working pattern is Monday to Thursday

From: [REDACTED]
Sent: 18 May 2020 14:55
To: Kate Wallace
Cc: [REDACTED]
Subject: Victim Centred Approach

Hi Kate

Hope you are well.

As you will be aware the next meeting of the Victims Taskforce is due to take place on 10 June. We have been discussing the best way to take forward discussion on the Workplan and our intention would be to establish priority work for each workstream. To this end, it would be really helpful if we could have a chat with you as chair of WS1 to get your thoughts on taking this forward.

Would you have availability for a chat this early next week?

Thanks
[REDACTED]

[REDACTED]

Senior Policy Officer
Victims & Witnesses Team
Criminal Justice Division| Scottish Government
T: [REDACTED]
M: [REDACTED]
e: [REDACTED]

My working pattern is Monday to Thursday

Document 5

Fri 31/01/2020 09:26

From: Kate Wallace

To: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] [REDACTED] [REDACTED]

CC: [REDACTED] [REDACTED]

Agenda and papers for next week's Victim Centred Approach Workstream - Operational Group meeting

Dear all,

Please see attached papers for our meeting next week, I have included the governance group terms of reference for information. The meeting will be chaired by [REDACTED], Director of Operations and New Business at VSS. I will attend the first meeting as I chair the Governance Group as we felt this may be helpful in order to assist you all in understanding discussions to date.

If you have any questions please do not hesitate to contact Alison or I.

I look forward to seeing you all.

Best wishes

Kate

Kate Wallace
Chief Executive
Victim Support Scotland

E: [REDACTED]

M: [REDACTED]

W: <https://victimsupport.scot/>



VCA governance
ToR FINAL KW.docx



VCA operational
ToR FINAL KW.docx



VCA Operational
Group Agenda



VSS_Victim_Centred
0402_report_final_2019.p

Document 6

EMAIL CHAIN

From: Kate Wallace

Sent: 27 February 2020 07:22

To: [REDACTED] [REDACTED] [REDACTED]

Subject: RE: update re [REDACTED]

Hi there,

Thanks for this [REDACTED] , I gave [REDACTED] some additional dates yesterday.

I found these draft notes above – seems to be of the workshop and the meeting. I have tried to tidy up a bit but they need more work from what I can see.

[REDACTED]

Thanks for all your help with this.

Best wishes

Kate



040220 VCA
Operational Group 1

From: [REDACTED]

Sent: 26 February 2020 10:57

To: Kate Wallace [REDACTED] [REDACTED]

Subject: RE: update re [REDACTED]

[REDACTED]

Senior Policy Officer
Victims & Witnesses Team
Criminal Justice Division| Scottish Government
T: [REDACTED]
M: [REDACTED]
e: [REDACTED]

My working pattern is Monday to Thursday

From: Kate Wallace

Sent: 26 February 2020 10:29

To: [REDACTED] [REDACTED]

Cc: [REDACTED]

Subject: update re [REDACTED]

[REDACTED] Out of Scope

Best wishes

Kate

Kate Wallace
Chief Executive
Victim Support Scotland

E: [REDACTED]

M: [REDACTED]

W: <https://victimsupport.scot/>

Document 7

EMAIL CHAIN

From: Kate Wallace

Sent: 06 March 2020 10:54

To: [REDACTED] ; [REDACTED] ; [REDACTED]

Cc: [REDACTED]

Subject: RE: Victims Taskforce - Update to work plan - Work stream 1

Thanks for this. Looking at this there are lots of people who have not responded. I wonder if we are better putting out new dates?

K

From: [REDACTED] [@victimsupportsco.org.uk](mailto:[REDACTED]@victimsupportsco.org.uk)

Sent: 06 March 2020 10:33

To: [REDACTED]; [REDACTED] ; Kate Wallace

Cc: [REDACTED]

Subject: Re: Victims Taskforce - Update to work plan - Work stream 1

Hi [REDACTED] ,

For the operational group, the dates [REDACTED] put round in a poll are still in the future.

I've attached a screenshot of what I can see, looks like Monday 16th March 2pm was marginally better but with several not responded yet also.

Best,

[REDACTED]

[REDACTED]

(Pronouns I use: she, her, hers)

[REDACTED]

Performance and Quality Team, Victim Support Scotland

Victim Support Scotland National Office (East)

15-23 Hardwell Close

Edinburgh

EH8 9RX

Email: [REDACTED]

Mobile: [REDACTED]

Website: <https://victimsupport.scot>

From: [REDACTED]

Sent: 06 March 2020 09:39

To: [REDACTED] ; Kate Wallace
Cc: [REDACTED]
Subject: RE: Victims Taskforce - Update to work plan - Work stream 1

I think the dates have all well past that [REDACTED] sent round.

Sorry I might have got my wires crossed, I've been getting dates for Governance group. I'm sure I can get [REDACTED] to start a doodle poll on Monday for the operational group.

[REDACTED]

From: [REDACTED]
Sent: 06 March 2020 09:25
To: Kate Wallace; [REDACTED]
Cc: [REDACTED]
Subject: RE: Victims Taskforce - Update to work plan - Work stream 1

The doodle for the operational group was the one [REDACTED] put out just before she left – I'm not sure if we can see the outputs from that?

[REDACTED]

From: Kate Wallace
Sent: 06 March 2020 09:17
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Victims Taskforce - Update to work plan - Work stream 1

Hi [REDACTED]

I thought there was a doodle poll for the operational group being done? I gave some dates to [REDACTED] ?

Sorry

Kate

From: [REDACTED]
Sent: 06 March 2020 08:54
To: Kate Wallace
Cc: [REDACTED]
Subject: RE: Victims Taskforce - Update to work plan - Work stream 1

Hi Kate

Thanks for that. I can certainly adjust the text to reflect that point. I'm not clear what you mean about adding in meeting dates, I've added in the next Governance group meeting date but we don't have any further dates for WS1 groups?

Great if you can let me know re victims voices item.

[REDACTED]

[REDACTED]

Senior Policy Officer
Victims & Witnesses Team
Criminal Justice Division| Scottish Government
T: [REDACTED]
M: [REDACTED]
e: [REDACTED]

My working pattern is Monday to Thursday

From: Kate Wallace
Sent: 05 March 2020 18:19
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Victims Taskforce - Update to work plan - Work stream 1

Thanks so much for this. Looks great. Should we say something about the Operational Group members being new to this area?

Also, should we add the dates of the next meetings and workshop?

Victims Voices – I will check – we did have some feedback from children previously. I will ask [REDACTED] and [REDACTED].

Thanks again I really appreciate all of this.

Best wishes

Kate

From: [REDACTED]
Sent: 05 March 2020 16:14
To: Kate Wallace
Cc: [REDACTED]
Subject: RE: Victims Taskforce - Update to work plan - Work stream 1

Hi Kate

I've drafted the below text as an update for WS1 – are you content with this? As you will be aware the Chairs will ask the work stream leads for a brief verbal update at the meeting:

Update – The Victim Centred Approach Operational Group met for the first time on 4 February. The main items on the agenda were the role and remit of the group, the work plan and how the group will feed into the Governance Group. The group approved the draft terms of reference, however did feel they would need to revisit the action work stream 1 of the

work plan. The Governance Group are due to meet on 30 March, there was discussion about re-running the Thrive workshop for the Governance Group.

Members of the Operational Group took part in a stakeholder workshop led by the contracted service design agency, Thrive. The Group received an update on the Transforming Services for Victims and Witnesses project and discussed how this will complement, and contribute to, the VCA work stream.

Victims Voices

I understand at previous meetings VSS/[REDACTED] have lead the Victims Voices slot at the beginning of the meeting, are you content to do that? Given the focus of the deep dive issue will be children and young people - is there anything we can do to have child victims of crime represented if appropriate?

Thanks
[REDACTED]

[REDACTED]
Senior Policy Officer
Victims & Witnesses Team
Criminal Justice Division| Scottish Government
T: [REDACTED]
M: [REDACTED]
e: [REDACTED]

My working pattern is Monday to Thursday

From: [REDACTED]
Sent: 03 March 2020 14:11
To: 'Kate Wallace'
Cc: [REDACTED]
Subject: RE: Victims Taskforce - Update to work plan - Work stream 1
Importance: High

Hi Kate

Sorry to chase - but grateful for the update for the work plan by noon tomorrow please.

Thanks
[REDACTED]

[REDACTED]
Senior Policy Officer
Victims & Witnesses Team
Criminal Justice Division| Scottish Government
T: [REDACTED]
M: [REDACTED]
e: [REDACTED]

My working pattern is Monday to Thursday

From: [REDACTED]

Sent: 19 February 2020 10:23

To: 'Kate Wallace'

Cc: [REDACTED]

Subject: Victims Taskforce - Update to work plan - Work stream 1

Hi Kate

I'm in the process of updating the Victims Taskforce work plan ahead of the next meeting on 18 March. I have attached the version of the work plan from the last Taskforce meeting, which includes a brief update under each work stream, for reference. Grateful if you can provide any update on Work stream 1 by **cop Monday 2 March**.

Many thanks and happy to discuss.

[REDACTED]

[REDACTED]

Senior Policy Officer

Victims & Witnesses Team

Criminal Justice Division| Scottish Government

T: [REDACTED]

M: [REDACTED]

e: [REDACTED]

My working pattern is Monday to Thursday

Document 8 - A30109431

EMAIL CHAIN

Mon 17/02/2020 14:12

Hi [REDACTED],

Unfortunately I'm unavailable on the 27th and my last day in the post is the 28th – are you free any earlier?

Apologies for inconvenience and glad you're feeling better!

Best, [REDACTED]

From: [REDACTED]
Sent: 17 February 2020 12:52
To: [REDACTED]
Subject: RE: Taskforce Action: Communications Review

Hi [REDACTED]

I am just back at work today. What about 27th in the morning, could you come to our offices in Hardwell Close ?

With Regards

[REDACTED]
Director of Operations & New Business
Victim Support Scotland

From: [REDACTED]
Sent: 13 February 2020 09:36
To: [REDACTED]
Subject: RE: Taskforce Action: Communications Review

Hi [REDACTED] ,

Hope you're feeling better! Do you have any time to meet next week to chat about the below?

Best, [REDACTED]

From: [REDACTED]
Sent: 29 January 2020 15:41
To: [REDACTED]
Subject: RE: Taskforce Action: Communications Review

Hi [REDACTED]

I will be attending both meetings at New Register House – one at 9.30 am and one at 1.30 pm – will you be at both too ?

With Regards

[REDACTED]
Director of Operations & New Business
Victim Support Scotland

From: [REDACTED]
Sent: 29 January 2020 15:04
To: [REDACTED]
Subject: RE: Taskforce Action: Communications Review

Hi [REDACTED] ,

Tuesday would be great thanks, are you free after the operational group meeting?
We could come back to St Andrew's House or find somewhere in New Register House?

Best, [REDACTED]

[REDACTED]
Justice Digital Strategy Unit & Victims and Witnesses Unit
Criminal Justice Division
GWR | St Andrew's House | Regent Road | Edinburgh | EH1 3DG
E: [\[REDACTED\]](#)
T: [REDACTED]

From: [REDACTED]
Sent: 29 January 2020 15:01
To: [REDACTED]
Subject: RE: Taskforce Action: Communications Review

Hi [REDACTED]

Do you want to grab some time on Tuesday ?

With Regards

[REDACTED]
Director of Operations & New Business
Victim Support Scotland

From: [REDACTED]
Sent: 27 January 2020 13:43
To: [REDACTED]
Subject: RE: Taskforce Action: Communications Review

Mon 17/02/2020 14:12

RE: Taskforce Action: Communications Review
To: [REDACTED]

Hi [REDACTED] ,

That's really useful, thanks!

Do you or one of your Heads of Service have any availability in the next two weeks to discuss this further? It would be really useful to learn more about the feedback process and examples of changes being made.

Thanks again for your help.

Best, [REDACTED]

From: [REDACTED]
Sent: 13 January 2020 13:15
To: [REDACTED]
Subject: RE: Taskforce Action: Communications Review

[REDACTED]

Many thanks for your email. We have been working with a number of agencies – SPS, Parole Board, British transport Police to name a few in relation to supporting them to make their communications much more victim centred.

Since I have come into post, this would sit with me and then I would pass to one of my Heads of Service to review and I would then respond with the amendments.

Hope that helps

Please don't hesitate to get in touch should you need any further information

With Regards

[REDACTED]
Director of Operations & New Business
Victim Support Scotland

From: [REDACTED]
Sent: 13 January 2020 12:17
To: [REDACTED]
Subject: Taskforce Action: Communications Review

Hi [REDACTED] ,

Hope you're well and that you enjoyed the winter break.

During my current placement I have been progressing the following action for the Victims Taskforce: 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.

Several justice agencies have mentioned that they have had (or are having) their communications looked at by VSS, to ensure they are as victim centred as possible. I was wondering if you could point me in the direction of the person undertaking these reviews so I could learn more about the process?

Thanks for your help,
[REDACTED]

[REDACTED]

Justice Digital Strategy Unit & Victims and Witnesses Unit
Criminal Justice Division
GWR | St Andrew's House | Regent Road | Edinburgh | EH1 3DG
E: [\[REDACTED\]](#)
T: [REDACTED]

Document 9 -

EMAIL CHAIN

Wed 19/08/2020 17:34

To Kate Wallace

CC: [REDACTED] [REDACTED] [REDACTED]

Hi Kate

Some suggested changes below.

I think ultimately what you're suggesting isn't actually that far removed from what [REDACTED] is suggesting i.e. we give the Taskforce an opportunity to consider the recommendations in the Thrive report and make a proposal that these form the basis of the VCA workstream. If the Taskforce are content the recommendations then go to the Governance Group for implementation. At that stage there is likely to be discussion about how to implement them anyway.

Hope these comments help

Thanks

[REDACTED]

From: Kate Wallace

Sent: 19 August 2020 16:08

To: [REDACTED]

Cc: [REDACTED] [REDACTED]

Subject: RE: Transforming Services for Victims and Witnesses

Dear both,

My planned response to [REDACTED] below.

Welcome your thoughts especially on my wording re taskforce role re workplans for workstreams.

K

Dear all,

I take on board a lot of your points [REDACTED], and I think it might help if I come in since I have been involved in the steering group for this work and I chair the governance group as well as chairing the only operational group meeting we have had for this workstream.

- Firstly, just to say there was always a plan to take this work directly to the Victims Taskforce itself, that had been planned for April but that then didn't happen due to COVID-19. [Kate –

do you mean the Taskforce workshop we had planned for April / May, as the Thrive report wasn't on the agenda for the cancelled Taskforce in March?]

- The second thing is that given the governance structure for Workstream 1 hasn't really bedded in yet and this has been a challenge due to COVID-19 there is a conversation needed on whether we continue with a separate Operational and Governance group.
- The third thing is that the VCA workstream were reviewing the workplan anyway and were recommending changes to this to the Taskforce, as it was felt that some of it was too broad. ~~Ultimately though it is for the Taskforce to approve the workplans for the workstreams.~~

So, from my perspective, given where we are, the challenges we have experienced **with making progress on this workstream**, and the focussed recommendations that are made in this report then it makes sense for this to be folded into the workplan for the VCA workstream. So the taskforce would therefore be commissioning the VCA workstream to take forward the recommendations and incorporate into their workplan. That fits with the approach taken by the Taskforce so far I think the gap has been in terms of COVID and the report not going to governance group yet.

For me this gives a clarity that the workstream would benefit from and the groups role. Taking your point about the discussion that the VCA workstream would need to have around recommendations then, for me it would then be around **the implementation of these recommendations** ~~how/when these recommendations could be taken forward~~ and what would be needed. Ideally we would have someone **from Thrive?** talk to the report at a meeting

We could also revisit the conversation about co-chair of the workstream if that helped as I think ours is the only one without a criminal justice agency co-chair.

From: [REDACTED]

Sent: 19 August 2020 15:18

To: [REDACTED]; [REDACTED]; [REDACTED]; Kate Wallace; [REDACTED]

Cc: [REDACTED] [REDACTED]

Subject: RE: Transforming Services for Victims and Witnesses

[REDACTED]

From: [REDACTED]

Sent: 18 August 2020 16:54

To: [REDACTED]; [REDACTED]; Kate WALLace; [REDACTED]

Cc: [REDACTED] [REDACTED] [REDACTED]

Subject: RE: Transforming Services for Victims and Witnesses

Colleagues

I hope you are all well.

As we have now received the final report from Thrive I wanted to update you on our proposed next steps for this work.

Some of you will be aware that the Victims Taskforce next meets on 9 September and it would be our intention to share the final report as part of the papers for this meeting. I have been through the comments log [REDACTED] provided and we are content that the majority

of comments have been picked up and are satisfied with the explanations provided where they have not.

In addition to including the final report with VTF papers, our current plan is to incorporate the report recommendations into a re-drafted Workplan for Workstream 1 (Victim Centred Approach) and share this with the VTF for comment.

Please do let us know if this causes any difficulties, however you will obviously have the chance to raise issues at the VTF meeting on 9 September.

Best wishes
[REDACTED]

[REDACTED]
Senior Policy Officer
Victims & Witnesses Team
Criminal Justice Division| Scottish Government
T: [REDACTED]
M: [REDACTED]
e: [REDACTED]

My working pattern is Monday to Thursday

Document 10 .

EMAIL CHAIN

Fri 21/08/2020 11:58
From Kate Wallace
To [REDACTED]
CC [REDACTED] [REDACTED] [REDACTED]

Yes, thanks. I agree.

K

From: [REDACTED]
Sent: 21 August 2020 10:47
To: Kate Wallace
Cc: [REDACTED] [REDACTED] [REDACTED]; [REDACTED]
Subject: FW: Transforming Services for Victims and Witnesses

Hi Kate

I don't think [REDACTED] and yourself are actually that far apart on suggested approaches to handling of the Thrive report.

In my mind the logical next steps are:

- The Thrive Steering Group agree that the Thrive report is tabled for discussion at the VTF on 9 September (I think we already have agreement on that from [REDACTED], us and yourself)
- You, as work stream 1 lead, or the VTF chairs make a recommendation at the Taskforce meeting that the VCA Governance Group (GG) is tasked with considering the Thrive report in more detail and discussing how the recommendations complement / replace actions in the current workplan.
- We arrange a meeting of the GG soon after the Taskforce meeting and we invite [REDACTED] to present at that meeting. The GG also discuss governance arrangements for delivery of the revised VCA work plan and timescale for the work. Consideration is also given to other actions such as publication review, mapping of current victim support landscape, which are not covered by Thrive
- We get on with delivery of the revised VCA workplan. The immediate output is a clearer way forward with an agreed set of actions, timescales and governance arrangements that we can highlight as an outcome of the VTF.

Do you agree? I'm happy to reply to all on this basis if you think that would be helpful?

Thanks

[REDACTED]

[REDACTED] | Victims & Witnesses Team | Criminal Justice Division | Scottish Government | Mob –
[REDACTED] | E-mail –[REDACTED]

From: [REDACTED]
Sent: 20 August 2020 12:20
To: 'Kate Wallace'; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED]; [REDACTED]
Subject: RE: Transforming Services for Victims and Witnesses

[REDACTED]

[REDACTED]

From: Kate Wallace [<mailto:kate.wallace@victimsupportsco.org.uk>]
Sent: 19 August 2020 17:48
To: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED] [REDACTED]
Subject: RE: Transforming Services for Victims and Witnesses

Dear all,

I take on board a lot of your points [REDACTED], and I think it might help if I come in since I have been involved in the steering group for this work and I chair the VCA governance group as well as chairing the only operational group meeting we have had for this workstream.

- Firstly, just to say there was always a plan to take this work directly to the Victims Taskforce itself, there had been a workshop planned for April but that then didn't happen due to COVID-19.
- The second thing is that given the governance structure for Workstream 1 hasn't really bedded in yet and this has been a challenge due to COVID-19 there is a conversation needed on whether we continue with separate Operational and Governance groups.
- The third thing is that the VCA workstream was reviewing the workplan anyway and was recommending changes to this to the Taskforce, as it was felt that some of it was too broad.

So, from my perspective, given where we are; the challenges we have experienced with making progress on this workstream; and the focussed recommendations that are made in this report then it makes sense for this to be folded into the workplan for the VCA workstream. So the taskforce would therefore be commissioning the VCA workstream to take forward the recommendations and incorporate into their workplan. That fits with the approach taken by the Taskforce so far. I think the gap has been in terms of COVID and the report not going to governance group yet which we would have liked but as I say it was always part of the plan to have a wider discussion with the Taskforce on this report in any case.

For me this gives a clarity that the workstream would benefit from and the groups' roles would also become clearer. Taking your point about the discussion that the VCA workstream would need to have around recommendations then, for me it would be around the implementation of these recommendations and what would be needed. Ideally we would have someone from Thrive talk to the report at a meeting

We could also revisit the conversation about co-chair of the workstream if that helped as I think ours is the only one without a criminal justice agency co-chair.

Hope this helps,

Best wishes

Kate

Kate Wallace
Chief Executive
Victim Support Scotland

E: [REDACTED]

M: [REDACTED]

W: <https://victimsupport.scot/>



From: [REDACTED]

Sent: 19 August 2020 15:18

To: [REDACTED]; [REDACTED]; [REDACTED]; Kate Wallace; [REDACTED]

Cc: [REDACTED] [REDACTED]

Subject: RE: Transforming Services for Victims and Witnesses

[REDACTED]

[REDACTED]

From: [REDACTED]

Sent: 18 August 2020 16:54

To: [REDACTED] [REDACTED] Kate Wallace [REDACTED]

Cc: [REDACTED] [REDACTED] [REDACTED]

Subject: RE: Transforming Services for Victims and Witnesses

Colleagues

I hope you are all well.

As we have now received the final report from Thrive I wanted to update you on our proposed next steps for this work.

Some of you will be aware that the Victims Taskforce next meets on 9 September and it would be our intention to share the final report as part of the papers for this meeting. I have been through the comments log Lynne provided and we are content that the majority of comments have been picked up and are satisfied with the explanations provided where they have not.

In addition to including the final report with VTF papers, our current plan is to incorporate the report recommendations into a re-drafted Workplan for Workstream 1 (Victim Centred Approach) and share this with the VTF for comment.

Please do let us know if this causes any difficulties, however you will obviously have the chance to raise issues at the VTF meeting on 9 September.

Best wishes
[REDACTED]

[REDACTED]
Senior Policy Officer
Victims & Witnesses Team
Criminal Justice Division| Scottish Government
T: [REDACTED]
M: [REDACTED]
e: [REDACTED]

My working pattern is Monday to Thursday

Document 11 -

EMAIL CHAIN

Fri 21/08/2020 11:58

Kate Wallace

To [REDACTED]

CC [REDACTED] [REDACTED] [REDACTED]

Hi [REDACTED],

Thanks for this, yes I am content to lead the VCA workstream discussion as you mention.

In terms of the victims voices section there are a number of organisations involved in pulling this item together and [REDACTED] also usually leads on this item so I had anticipated it would be a group effort much like last time. I will be checking in on progress with this later this week.

Best wishes

Kate

Kate Wallace
Chief Executive
Victim Support Scotland

E: [REDACTED]

M: [REDACTED]

W: <https://victimsupport.scot/>



From: [REDACTED]
Sent: 26 August 2020 11:21
To: [REDACTED]; Kate Wallace; [REDACTED]
Cc: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]
Subject: RE: Transforming Services for Victims and Witnesses

Hi all

Just thinking about handling of the Thrive report at the Victims Taskforce meeting on 9th September. We think it would make sense to cover it under the work stream 1 / victim centred approach update. Suggest as part of the update we cover the following:

- Brief summary of genesis of Thrive project, jointly commissioned etc.
- Brief summary of process Thrive undertook
- Brief review of main findings / recommendations
- Set out the suggested next step process as per the bullets in my email below.

Kate – as VSS are victim centred approach (VCA) / work stream 1 lead are you content to lead this item at the Taskforce, and SG / COPFS can obviously chip in as required? We could develop some bulleted speaking notes for you if that would be helpful?

We're aware that at the Taskforce, VSS may also be leading the victims voices agenda item and discussion about the VSO 'asks', so you may want to consider whether the other VSOs lead one or both of those items?

Thanks

[REDACTED]

[REDACTED] | Victims & Witnesses Team | Criminal Justice Division | Scottish Government | Mob –
[REDACTED] | E-mail – [REDACTED]

From: [REDACTED]
Sent: 24 August 2020 08:52
To: [REDACTED] Kate Wallace; [REDACTED]
Cc: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]
Subject: RE: Transforming Services for Victims and Witnesses

Thanks [REDACTED]. That seems an appropriate way forward.

Regards

[REDACTED]

From: [REDACTED]
Sent: 21 August 2020 12:33
To: [REDACTED]; Kate Wallace; [REDACTED]
Cc: [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Subject: RE: Transforming Services for Victims and Witnesses

Hi all

Just to jump into this discussion, I'd suggest that VSS, COPFS and SG are not actually that far apart on suggested approaches to handling of the Thrive report.

In my mind the logical next steps are:

- The Thrive Steering Group agree that the Thrive report is tabled for discussion at the VTF on 9 September (I think we already have agreement on that from all 3 organisations)
- VSS, as victim centred approach (VCA) work stream 1 lead (or the VTF chairs) make a recommendation at the Taskforce meeting that the VCA Governance Group (GG) is tasked with considering the Thrive report in more detail and discussing how the recommendations complement / could potentially replace actions in the current work stream 1 workplan.
- We schedule a meeting of the VCA GG soon after the Taskforce meeting and we invite Thrive to present at that meeting.
- The GG also discuss governance arrangements for delivery of the revised VCA work plan and timescale for the work. Consideration is also given to other actions such as the publication review or mapping of current victim support landscape, which are not really covered by Thrive but are in the current VCA work plan.
- We get on with delivery of the revised VCA workplan. The immediate output is a clearer way forward with an agreed set of actions, timescales and governance arrangements that we can highlight as an outcome of the VTF (as we head towards the election next year and the agreed initial end point of the Taskforce).

Grateful for any views.

Thanks

[REDACTED]

[REDACTED] | Victims & Witnesses Team | Criminal Justice Division | Scottish Government | Mob - [REDACTED]
| E-mail – [REDACTED]

From: [REDACTED]

Sent: 20 August 2020 12:20

To: 'Kate Wallace'; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]

Cc: [REDACTED]; [REDACTED]

Subject: RE: Transforming Services for Victims and Witnesses

[REDACTED]

[REDACTED]

From: Kate Wallace

Sent: 19 August 2020 17:48

To: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]

Cc: [REDACTED] [REDACTED]

Subject: RE: Transforming Services for Victims and Witnesses

Dear all,

I take on board a lot of your points [REDACTED], and I think it might help if I come in since I have been involved in the steering group for this work and I chair the VCA governance group as well as chairing the only operational group meeting we have had for this workstream.

- Firstly, just to say there was always a plan to take this work directly to the Victims Taskforce itself, there had been a workshop planned for April but that then didn't happen due to COVID-19.
- The second thing is that given the governance structure for Workstream 1 hasn't really bedded in yet and this has been a challenge due to COVID-19 there is a conversation needed on whether we continue with separate Operational and Governance groups.
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Kate

Kate Wallace
Chief Executive
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From: [REDACTED]

Sent: 19 August 2020 15:18

To: [REDACTED]; [REDACTED]; [REDACTED]; Kate Wallace; [REDACTED]

Cc: [REDACTED] [REDACTED]

Subject: RE: Transforming Services for Victims and Witnesses

[REDACTED]

[REDACTED]

From: [REDACTED]

Sent: 18 August 2020 16:54

To: [REDACTED] [REDACTED] Kate Wallace; [REDACTED]

Cc: [REDACTED] [REDACTED] [REDACTED]

Subject: RE: Transforming Services for Victims and Witnesses

Colleagues

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[REDACTED]

[REDACTED]
Senior Policy Officer
Victims & Witnesses Team
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T: [REDACTED]
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e [REDACTED]

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