



Reference No: 31 - 2015

THE POLICE & CRIME COMMISSIONER FOR CLEVELAND

DECISION RECORD FORM

REQUEST:

To agree to grant fund Victim Support for the period of one year; 1st April 2015 -31st March 2016 for the provision of a victim referral service.

Title:

Victim Referral Services

Executive Summary:

The Police and Crime Commissioners for Cleveland and Durham have made clear their commitment to put victims at the heart of criminal justice processes. They jointly Chair the Cleveland and Durham Criminal Justice Board and each have Victims Strategic Planning Groups, a partnership meeting that offers advice and guidance on improving Victims Services. They are committed in their shared vision for the future of ensuring that every victim of crime and anti-social behaviour benefits from the best possible service according to their needs.

Victim Support has provided a pricing structure that offers:

- A shared Victim Care Unit for Durham and Cleveland that will be based within the existing Victim Support estate for 2015/16; and
- A local network of staff and volunteers directly helping victims with emotional and practical support in each OPCC area.

Further details are provided in the attached document entitled 'A Vision for the Future of Victims Services' and the additional documents referenced in that report.

The delivery of the Services outlined within the attachment across both Cleveland and Durham will cost £557,000.

Decision:

The PCC is asked to agree to grant fund Victims Support £267,000 for the financial year 2015/16 which is the contribution from Cleveland to the delivery of the services set out in the attached documentation and referred to in the Executive Summary.

Implications:

Has consideration been taken of the following:	Yes	No	
Financial	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Legal	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Equality & Diversity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Human Rights	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Sustainability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Risk	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

(If yes please provide further details below)

Decision Required – Supporting Information

Financial Implications: (Must include comments of the PCC's CFO where the decision has financial implications)

The financial implications as set out within this decision are contained within the budget that the PCC has set for 2015/16 and therefore affordable.

Legal Implications: (Must include comments of the Monitoring Officer where the decision has legal implication)

This is a grant agreement pursuant to S143 Anti-Social Behaviour Crime and Policing Act 2014. Legal matters are catered for by the grant agreement.

Equality and Diversity Implications

None Arising

Human Rights Implications

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Sustainability Implications

The grant agreement only covers a one year period and therefore work is required to ensure that this essential service continues on a recurring basis. The finances are in place as part of the PCC's Long Term Financial Plan for this to happen and therefore work will need to be undertaken during 2015/16 to ensure that there is a sustainable Victims Referral Service in Cleveland on an on-going basis.

Risk Management Implications

This is a new area of responsibility for the PCC and therefore the governance, management and oversight and scrutiny of this service needs to be permanently embedded within the structure of the OPCC and appropriately resourced both in terms of deliver during 2015/16 and also the longer term development of Victims Referral Services within Cleveland. This area has been added to the PCC's risk register and monitored and managed as part of the Risk Management processes within the organisation.

OFFICER APPROVAL**Chief Executive**

I have been consulted about the decision and confirm that financial, legal, and equalities advice has been taken into account. I am satisfied that this is an appropriate request to be submitted to the Police and Crime Commissioner.

Signed: _____



Date: _____

13/3/15

Police and Crime Commissioner:

The above request HAS / ~~DOES NOT HAVE~~ my approval.

Signed: _____



Date: _____

13/3/15

A Vision for the Future of Victim Services

The Police and Crime Commissioners for Cleveland and Durham have made clear their commitment to put victims at the heart of criminal justice processes. They Jointly Chair and Vice Chair the Cleveland and Durham Criminal Justice Board and each have Victims Strategic Planning Groups, a partnership meeting that offers advice and guidance on improving Victims Services. They are committed in their shared vision for the future of ensuring that every victim of crime and anti-social behaviour benefits from the best possible service according to their needs .

Too often the services received by victim are determined by crime type, we want to ensure that no matter what type of crime they have suffered from, victims feel that they get personal and professional support at times when they need it most.

We want to better identify our most vulnerable victims and focus our efforts on repeat victims to give them dedicated one to one support. We aim to reduce the confusion and often frustration that some victims have previously faced by receiving multiple contacts from different agencies.

The Solution: What will be different?

- Victims will receive tailored support to their individual needs and circumstances rather than crime type
- Repeat and vulnerable victims will receive one to one care from a victims advocate
- We want to ensure victims get the right support without them having to re-tell their story and relive their victimisation.
- Victims can choose to receive support at any point in their journey to recovery
- Victims are routinely offered the option of restorative justice and solutions
- Better support for young victims of crime that isn't only offered via a parent or guardian
- Victims are routinely offered the option of restorative justice and solutions
- Providing a single point of contact will allow greater ownership of the whole victim journey from first reporting the incident to the police, throughout the investigation and criminal justice process and beyond.
- Refer and direct victims to relevant local support agencies or charities, giving the victims greater choice over the services they wish to receive.

Background

At the meeting of the three North East Region Police and Crime Commissioners' on 13th December 2014 it was agreed that the vision for victims' services of the Cleveland and Durham PCC's were sufficiently aligned to proceed with a joint initial commission (by way of grant agreement) with Victim Support (Appendix 1).

Consequently Victim Support provided costings for a shared Cleveland and Durham OPCC service and also for each individual OPCC. The costs provided for individual Cleveland and Durham OPCC force area services were considered unaffordable by reference to the funding provided by the Ministry of Justice.

The cost of a shared Cleveland and Durham Victim Support service were then considered by each OPCC. Although these demonstrated a significant economy of scale, they were still not considered affordable.

In the intervening period, further appraisal of options for refinement included liaison with the OPCCs for North Yorkshire and Cumbria with a view to exploring current and future potential for alignment, particularly in relation to Victim Care Unit models.

The Cleveland and Durham OPCC engaged in negotiation with Victim Support to agree a service specification within the funding available from the Ministry of Justice. A financial proposal based on population was provided by Victim Support to the Cleveland and Durham OPCCs, which is now presented for formal endorsement by each PCC.

Victim Support Proposal

Victim Support has provided a pricing structure that offers:

- A shared Victim Care Unit for Durham and Cleveland that will be based within the existing Victim Support estate for 2015/16; and
- A local network of staff and volunteers directly helping victims with emotional and practical support in each OPCC area.

The Victim Care Unit is a key function providing a needs assessment and referral service.

Victim Support remain committed to working on the elements of service improvement detailed in the specification to be agreed by the PCC as part of their formal decision making (Appendix 2).

The aim of the PCC support for victims as detailed in the service specification (Appendix 2) includes:

- To deliver outcomes for victims that enables them to cope and recover.
- To receive referrals from a wide range of agencies and individuals; conduct thorough needs assessments for the victims, promote and deliver high quality support services tailored to individual needs; achieve improvements in every victim's ability to cope and recover from the impact of crime; and assist victims, where appropriate, to access a range of further relevant local support.
- To create a regional network of volunteers and select the most appropriate agencies to deliver all victims needs to an excellent standard across the whole region.
- To work with other support providers to ensure that the most appropriate service provider will support the victim and ensure a smooth and seamless transition between providers.
- To improve awareness of the services available to victims

The Police and Crime Commissioners of Cleveland and Durham agree to grant fund victims support for the delivery of the service specification in the aggregate sum of £557,000 apportioned as follows

Police & Crime Commissioner for Cleveland - £267,000

Police & Crime Commissioner for Durham - £290,000

Decisions regarding the provision of funds from the Prisoner Earnings Act and any grant funding arrangements outside of the scope of the service specification will be subject to a separate decision of the Police and Crime Commissioners.

Programme of Work

There are a number of projects that have been identified which aim to bring services closer to the PCCs vision for victims and ensure the service is fully compliant with the EU Directive and Victims Code of Practice by November 2015.

- Improving Victim Reporting Process and contact methods (agreement of process that will allow victims to be referred and assessed for support regardless of crime type).
- Performance Management (development of outcome based performance framework to be effective from 1st April 2015).
- Develop a Multi-Agency Victims' Hub (development of force victim triage system to consider appropriate risk factors and vulnerabilities for each victim).
- Implementation of Independent Victim Advocacy Model (development of enhanced victim service that will offer the support of an independent victims advocate).
- Protocols for Target Hardening

Our future plans include commissioning a shared Cleveland and Durham Service via a joint procurement exercise with a view to establishing a service informed by learning from the improvement programme detailed above, with effect from 1st April 2016.

