



# Equality Impact Assessment Summary

## Summary

|                        |  |
|------------------------|--|
| Name of Product        | Victim Referral Service Specification  |
| Description of Product | The OPCC commissions a victim referral service for victims of crime and antisocial behaviour living in Cleveland to help them cope with the immediate impacts of their crime/incident and as far as possible, recover from the harm they have experienced. The current contract ends in March 2022 and a new Victim Referral Service Specification has been produced as part of the commissioning process. |
| Department             | OPCC   |
| Assessment Writer      | Sarah Wilson   |
| Date Started           | 27 September 2021  |
| Head of Dept Sign Off  | Rachelle Kipling (30 March 2022)   |
| EDI Manager Sign Off   | Satnam Singh 30/09/2022  |
| Review Date            | April 2023   |

## Version Control

This is a living document and should be updated as we update our products, and receive new insights and data on how our people or communities engage with our product.

| Version | Date     | Reason for update      | Author |
|---------|----------|------------------------|--------|
| 1       | Sep 2021 | Initial draft written. | SW     |

## Stage One – Early Thinking

Use this space to confirm if you are developing a proposal that will impact upon policies and practices that are likely to impact upon our communities or workforce. Consider If you aren't sure how your product may impact people due to their protected characteristics please use our **Equality Consideration Checklist**.



## Equality Impact Assessment Summary

|                                  |     |
|----------------------------------|-----|
| Is an EIA required at this time? | Yes |
| If no, what is your rationale    | N/A |

### Stage Two – Identify Scope

You must list the specific sources of evidence that you have used within the EIA to ensure your product is inclusive. Please including links to any sources and details of any consultation work you have undertaken.

To ensure that the needs of victims within Cleveland were fully understood to inform the commissioning of the Victim Referral Service and the design of the Service Specification the Office of the Police and Crime Commissioner (OPCC) commissioned an extensive victim needs assessment together with an evaluation of the existing service provider VCAS.



Victim Needs  
Assessment.docx



VCAS  
Evaluation.docx

The Code of Practice for Victims of Crime sets out the services and a minimum standard for these services that must be provided to victims of crime by organisations in England and Wales. Right 4 relates to victims having the right to be referred to services that support victims and have services and support tailored to their needs.

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/974376/victims-code-2020.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/974376/victims-code-2020.pdf)

A key objective of the Police and Crime Commissioner (PCC), as outlined in the Police and Crime Plan, is to ensure that there is Effective Quality Support to Victims and Witnesses of Crime in Cleveland. Public consultation was undertaken as part of the development of the plan. As part of this consultation public feedback was obtained as to what is needed from a victim support service. Specific work was undertaken with hard to hear groups as part of the consultation.



Police and Crime Plan  
consultation results.d



## Equality Impact Assessment Summary

| Stage Three – Impact  |   |
|---|---|
| What potential positive or negative impacts has your research and consultation revealed?  |   |
| Age   |   |
| Positive Impacts  | Negative Impacts  |
| <p>The evaluation of the current service provider highlighted that younger victims were disproportionately less likely to engage with the current victim referral service.</p> <p>The Service Specification puts in place a number of measures to mitigate this:</p> <ul style="list-style-type: none"> <li>• Key outcome of the service to be - Broad range of victims supported across protected characteristics – this will be measured through the service provider performance framework.</li> <li>• Development of champion/specialist roles within the model to ensure a specific focus on specified communities and issues, to include children and young people. It will be the responsibility of these champions to liaise with groups working with these communities, help market victim services to these groups, provide casework and support to members of these groups and provide advice for colleagues who might be working with an individual from specific communities.</li> <li>• Development of a digital offer – young people are traditionally more digitally literate so it is hoped this platform will also facilitate increased access to services for younger people.</li> <li>• Service specification stipulates that the service will be widely publicised in a variety of media and locations taking into account the needs of those with protected characteristics.</li> </ul> | <p>No negative impacts were identified at the time of writing</p> |



## Equality Impact Assessment Summary

| Disability   |   |
|--|---|
| Positive Impacts   | Negative Impacts  |
| <p>The evaluation of the current service provider highlighted that victims of hate crime were disproportionately less likely to engage with the current victim referral service. To mitigate this a key outcome of the service is to be - Broad range of victims supported across protected characteristics and crime types – this will be measured through the service provider performance framework.</p> <p>Development of champion/specialist roles within the model to ensure a specific focus on specified communities and issues, to include people with disabilities. It will be the responsibility of these champions to liaise with groups working with these communities, help market victim services to these groups, provide casework and support to members of these groups and provide advice for colleagues who might be working with an individual from specific communities.</p> <p>The development of a digital offer will potentially benefit some disabled community members who currently face barriers when accessing services, eg the hearing impaired community or those with accessibility needs.</p> <p>The service specification stipulates that the service will be widely publicised in a variety of media and locations taking into account the needs of those with protected characteristics.</p> <p>The service specification requires the service to develop key partnerships with specialist agencies and broader informal community resources. This will enable the service to refer or signpost victims with protected characteristics into community</p> | <p>No negative impacts were identified at the time of writing</p> |



## Equality Impact Assessment Summary

|   |   |
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| resources targeted at those protected characteristics.  |   |
| Gender Reassignment   |   |
| Positive Impacts  | Negative Impacts  |
| <p>The evaluation of the current service provider highlighted that members of the LGBTQ+ community and hate crime victims in general were disproportionately less likely to engage with the current victim referral service.</p> <p>The Service Specification puts in place a number of measures to mitigate this:</p> <ul style="list-style-type: none"> <li>• Key outcome of the service to be - Broad range of victims supported across protected characteristics and crime types – this will be measured through the service provider performance framework</li> <li>• Development of champion/specialist roles within the model to ensure a specific focus on specified communities and issues, to include LGBTQ+ community. It will be the responsibility of these champions to liaise with groups working with these communities, help market victim services to these groups, provide casework and support to members of these groups and provide advice for colleagues who might be working with an individual from specific communities.</li> <li>• Recognition that in some cases VCSE sector organisations may be better placed to support certain victims – the referral model will include onward referrals to specific LGBTQ+ support organisations where appropriate</li> <li>• Service specification stipulates that the service will be widely publicised in a variety of media and locations taking into account the needs of those with protected characteristics.</li> </ul> | <p>No negative impacts were identified at the time of writing</p> |



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| Marriage and civil partnership  |   |
|---|---|
| Positive Impacts  | Negative Impacts  |
| No positive impacts were identified at the time of writing.   | No negative impacts were identified at the time of writing. |
| Pregnancy and maternity   |   |
| Positive Impacts  | Negative Impacts  |
| Pregnancy can be a trigger for domestic abuse – whilst victims of domestic abuse will not be directly supported through the Victim Referral Service the evaluation of the current service identified the need for a more seamless process for onward referral of domestic abuse victims to specialised support services, and this forms part of the referral model outlined in the service specification.   | No negative impacts were identified at the time of writing. |
| Race  |   |
| Positive Impacts  | Negative Impacts  |
| <p>The evaluation of the current service provider highlighted that members of the BAME community and hate crime victims in general were disproportionately less likely to engage with the current victim referral service.</p> <p>The Service Specification puts in place a number of measures to mitigate this:</p> <ul style="list-style-type: none"> <li>• Key outcome of the service to be - Broad range of victims supported across protected characteristics and crime types – this will be measured through the service provider performance framework</li> <li>• Development of champion/specialist roles within the model to ensure a specific focus on specified communities and issues, to include BAME community. It will be the responsibility of these champions to liaise with groups working with these communities, help market victim services to these groups, provide casework and support to members of these groups and provide advice for</li> </ul> | No negative impacts were identified at the time of writing. |



## Equality Impact Assessment Summary

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| <p>colleagues who might be working with an individual from specific communities.</p> <ul style="list-style-type: none"> <li>• Service specification stipulates that the service provider will be able to provide support to victims in their first language</li> <li>• Service specification stipulates that the service will be widely publicised in a variety of media and locations taking into account the needs of those with protected characteristics.</li> </ul> |  |
| <b>Religion or Belief</b>  |  |
| <b>Positive Impacts</b>  | <b>Negative Impacts</b>  |
| <p>The evaluation of the current service provider highlighted that hate crime victims were disproportionately less likely to engage with the current victim referral service.</p> <p>To mitigate this a key outcome of the service is to be - Broad range of victims supported across protected characteristics and crime types – this will be measured through the service provider performance framework</p>   | <p>No negative impacts were identified at the time of writing.</p> |
| <b>Sex</b>   |  |
| <b>Positive Impacts</b>  | <b>Negative Impacts</b>  |
| <p>Women are disproportionately affected by domestic abuse – whilst victims of domestic abuse will not be directly supported through the Victim Referral Service the evaluation of the current service identified the need for a more seamless process for onward referral of domestic abuse victims to specialised support services, and this forms part of the referral model outlined in the service specification.</p>   | <p>No negative impacts were identified at the time of writing.</p> |
| <b>Sexual Orientation</b>  |  |
| <b>Positive Impacts</b>  | <b>Negative Impacts</b>  |
| <p>The evaluation of the current service provider highlighted that members of the LGBTQ+ community and hate crime victims in general were disproportionately</p>   | <p>No negative impacts were identified at the time of writing.</p> |



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|  |  |
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| <p>less likely to engage with the current victim referral service.</p> <p>The Service Specification puts in place a number of measures to mitigate this:</p> <ul style="list-style-type: none"> <li>• Key outcome of the service to be - Broad range of victims supported across protected characteristics and crime types – this will be measured through the service provider performance framework</li> <li>• Development of champion/specialist roles within the model to ensure a specific focus on specified communities and issues, to include LGBTQ+ community. It will be the responsibility of these champions to liaise with groups working with these communities, help market victim services to these groups, provide casework and support to members of these groups and provide advice for colleagues who might be working with an individual from specific communities.</li> <li>• Recognition that in some cases VCSE sector organisations may be better placed to support certain victims – the referral model will include onward referrals to specific LGBTQ+ support organisations where appropriate.</li> <li>• Service specification stipulates that the service will be widely publicised in a variety of media and locations taking into account the needs of those with protected characteristics.</li> </ul> |  |
| <p>Other – Please clarify</p>  |  |
| <p>Positive Impacts</p>  | <p>Negative Impacts</p>                        |
| <p>None identified at the time of writing.</p>   | <p>None identified at the time of writing.</p> |

| <p>Stage Four – Mitigation – Actions</p>                       |                     |                      |
|--|---------------------|----------------------|
| <p>What can be done to mitigate/minimise negative impacts?</p> |                     |                      |
| <p>Action</p>  | <p>Action Owner</p> | <p>Action Status</p> |





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|                                     |     |     |
|-------------------------------------|-----|-----|
| No negative impacts were identified | N/A | N/A |
|-------------------------------------|-----|-----|

| Stage Four – Mitigation – Risk Tolerance   |  |
|--|--|
| Have we exhausted options to mitigate/minimise any negative impacts? List negative impacts we have not been able to mitigate here. |  |
| Impacts we cannot mitigate   |  |
| Does your head of department approve of tolerating this risk?  | Yes/ No – <i>delete / add to business area risk register as appropriate.</i> |

### Stage 5 – Sign Off

Once you have completed your assessment and product you must request your head of department sign them off. You then need to send your completed EIA summary and the product you have assessed to the EDI team: [EDI@cleveland.pnn.police.uk](mailto:EDI@cleveland.pnn.police.uk)

The team will review your EIA and will either: provide final sign off the completed document, OR, return your document with further considerations and recommendations for you to implement.