



To: Business Coordination Board

From: Chief Executive

Date: 16 May 2019

POLICE & CRIME PLAN - VICTIMS THEME - OPCC WORK TO DELIVER BROADER PARTNERSHIP SUPPORT

1. Purpose

1.1 The purpose of this report is to:

- update the Business Coordination Board (“the Board”) on OPCC activity to deliver the ‘broader partnership support’ priorities set out in the Victims section of the Police and Crime Plan (“the Plan”).
- to highlight the importance of the OPCC and Constabulary working closely together as work is developed with wider partners to improve the experience of victims and witnesses and ensure they have access to seamless pathways of emotional and practical support.

2. Recommendations

2.1 The Board is recommended to note the contents of the report.

2.2 The Board recognises the importance of the Constabulary and OPCC developing a shared narrative and joint working ethos which ensures a victim first approach is achieved in what is an evolving and financially challenging partnership landscape.

3. Background

3.1 Under the Police Reform and Social Responsibility Act 2011, the Police and Crime Commissioner (“the Commissioner”) is required to produce a Police and Plan.

3.2 The Commissioner’s Plan became effective from the 1st April 2017 and is structured around four key strategic themes: Victims, Offenders, Communities, and Transformation. Each theme has its own aim and has a framework through a series of shared outcomes to enable all agencies with a part to play in community safety and

criminal justice, to strategically direct the future delivery of services through these common goals. Each theme is supported by key objectives and priorities for action.

- 3.3 The Constabulary have a key role in delivering the Plan and on April 4, 2019 brought a set of refreshed comprehensive Constabulary priorities to this Board. These were welcomed by the Commissioner and were seen to address key areas of work, such as Constabulary victim satisfaction. These allow the OPCC to concentrate on their wider commissioning and joint commissioning role.
- 3.4 The progress around these Constabulary priorities is reported in a separate paper – see Agenda item 9.1. An internal audit into the implementation of Police and Crime Plan priorities to improve victim satisfaction is scheduled for February 2020.

4. Commissioning referral and universal support services

- 4.1 The victims element of the Plan seeks to put victims and witnesses at the heart of the criminal justice system and ensure they have access to clear pathways of support. The responsibility for commissioning emotional and practical support transferred to Police and Crime Commissioners from the Ministry of Justice (“the MoJ”) in 2014. A list of all services funded in 2019/20 by the Commissioner is attached at Appendix 1.
- 4.2 Cambridgeshire OPCC has developed an Outcomes Framework which has been rolled out across all victim services. This is enabling a clear picture of the difference being made as a result of the investments and has been praised by both providers and the Ministry of Justice who the Commissioner has to report back to every six months. This framework is attached at Appendix 2.

The four key outcomes are:

- Improved health and wellbeing
 - Better able to cope with aspects of everyday life
 - Increased feelings of safety
 - Improved sense of empowerment (better informed)
- 4.3 In 2014 Cambridgeshire opted out of the national charity Victim Support and used the money to develop an internal Constabulary-led model Victims’ Hub. This then evolved to become the Victim and Witness Hub delivering the witness care element as part of an end to end report to court service. The model has been cited as best practice and much copied across the country providing not only support to victims but added value to the Constabulary through the opportunity for service recovery.
- 4.4 The Victim and Witness Hub is the locus for a wider integrated model of support services. Commissioned services are co-located within the Hub including specialist support for young victims of crime and mental health nurses. A Restorative Justice Practitioner and two specialist victim and witness care co-ordinators for victims of modern day slavery (speaking Lithuanian and Romanian) are part of the Constabulary service. One half of the local authority funded IDVA service also works from the Hub. Collectively this centre of expertise provides a one-stop shop for victims and witnesses of crime. The Hub staff work closely with the Court-based Witness Service, National Probation Service Victim Contact Officers and National Homicide Service. The Hub is

likely to provide support to an increasing number of domestic abuse victims as national funding for the existing services comes to an end. (See also 5.1)

- 4.5 The outcomes framework (described in 4.1) provides the Constabulary with enhanced information to monitor and drive improvements to victim satisfaction. It also enables the Commissioner to report to the MoJ and be reassured the service continues to 'seek efficiency and best value for money'. The Constabulary informed the Commissioner that it is unable to provide outcome data for 18/19 due to technical IT challenges. Visits to the Hub by the Commissioner and contract monitoring meetings over the year have demonstrated that victims referred into the service are having their needs met. The first person feedback is also positive particularly when a victim is supported from report to court. But clearly outcome data is needed to fully evidence this and the Commissioner welcomes the Constabulary's action plan to rectify the current problem.
- 4.6 The co-located posts within the Hub (referenced in 4.3) are using the framework to demonstrate positive outcomes. The headlines include:
- 216 young victims of crime and their families supported by a single specialist worker, including 128 who had suffered violence
 - 310 migrant victims of exploitation supported from 11 nationalities for £33k
 - 155 victims assessed and supported by 1.8 mental health nurses
 - Just short of 100 people were assessed for a restorative justice intervention. A third agreed they were better able to cope with aspects of everyday life or had improved health and wellbeing as a result of the service. Five victims progressed to RJ interventions with volunteers donating 149 hours of their time. The service costs less than £50k a year
 - In addition the Bobby Scheme secured the homes of 622 elderly victims of crime with 99.1 per cent reporting increased feelings of safety
- 4.7 The outcome framework also enables victim support services to demonstrate the wider role they play in supporting community resilience. The approach empowers victims to agree a bespoke recovery plan and access additional support not only from statutory services but from within the community. This helps build community resilience and can contribute to future early intervention and prevention and ultimately reduce future demand on services.
- 4.8 The victim support market has matured considerably in the past four years and there are now many other options available which provide enhanced services to victims of crime. The Commissioner has indicated he intends to commission a root and branch review of the Victim and Witness Hub in 19/20 in line with commissioning best practice. This work will be require significant engagement from the Constabulary with the OPCC to ensure the needs of victims remain at the heart of what is done.

5 Commissioning specialist victim support services – domestic abuse

- 5.1 Domestic abuse continues to cause significant demand on policing and partner agency services – accounting for 1,100 police incidents a month of which well over half translate into crimes.
- 5.2 Domestic abuse support services focus on local authority-funded IDVAs for high risk MARAC cases. The Commissioner supports this service with additional funding for specialist IDVAs for Stalking and Harassment and young people. He has also invested in an early intervention pilot post in Peterborough which aims to prevent future demand by supporting people after their first help seeking experience.
- 5.3 The wider domestic abuse support service currently includes outreach which is embedded within third sector agencies and additional bespoke specialist support. However this is unfunded from March 2020 when the £1.6m additional funding from two successful bids to national government (Children Affected by Domestic Abuse & Domestic Abuse Housing Alliance) comes to an end. This is a significant risk going forward.
- 5.4 In response to this risk the overarching ‘Violence Against Women and Girls’ (VAWG) strategy is being reviewed by the Domestic Abuse and Sexual Violence Delivery Group. A core support offer will be developed which matches the budget envelope. This is likely to focus on managing the highest risk cases, leaving gaps within early intervention and prevention and therapeutic long term recovery.
- 5.5 A joint commissioning approach will be needed to deliver against the VAWG strategy which will influence OPCC Commissioning Intentions for 2020/21. Therefore it is crucial the Constabulary and OPCC develop a shared narrative and influence the development of a realistic partnership strategy which puts victims at its heart.

6. Commissioning specialist support services – sexual violence

- 6.1 In April 2017 a countywide support service for survivors of sexual violence launched. This was commissioned by the OPCC through a pooled budget arrangement with NHS England and the two local authorities. This aims to standardise the service offer across the county and provides an Independent Sexual Violence Advisor service (who supported 464 adults and 146 children in 18/19), emotional support through a helpline, email and face-to-face work (providing 1,500 incidents of support by 106 active volunteers).
- 6.2 The current commissioning arrangements championed and developed by the OPCC have been declared as best practice nationally and enabled Cambridgeshire to be one of only five areas to be awarded the devolved rape support fund monies. This is not new money but enables greater local influence over the commissioned outcomes in particular for male survivors.
- 6.3 Cambridgeshire’s 24/7 Sexual Assault Referral Centre (SARC) will be re-commissioned in 19/20 guided by a new Sexual Violence Needs Assessment. The current contract with Mountain Healthcare is performing well and working hand in hand with the Countywide Sexual Violence Support Service, referred to in 6.1. The latter will also re-

commissioned during the coming year. The OPCC is leading work to make the most of joint engagement opportunities by creating links between these two procurement exercises. It is clear a solid partnership approach is needed to manage this challenging high risk agenda.

- 6.4 The OPCC has begun planning using learning from the commissioning of the sexual violence support service. The OPCC has offered specialist support and resource to the Constabulary and is establishing strong links with the co-commissioner NHS England and key partners.

7. Supporting people in mental health crisis

- 7.1 The OPCC remains a key partner on the Crisis Care Concordat Delivery Group and is using this established governance to progress mental health pathways for victims of major crime or terrorists incidents. The new responsibility to provide support for such victims was given to PCCs on the back of events in Manchester and Westminster. A project plan is being developed. The Peace Foundation will be enhancing the skill set of all victim support services staff in dealing with trauma at two training sessions in July.
- 7.2 A successful bid, by the OPCC and local authority, to the Home Office 'Violence Against Women and Girls' fund secured three-year funding for counselling for young (13 to 24 with additional needs) victims and witnesses of domestic abuse and/or sexual violence. This also extends to addressing low level risky behaviours demonstrated by these young people as a result of their experiences. In 18/19 the service supported 419 young people some securing life changing outcomes. It remains unfunded from March 2020. This gap along with others raised within the paper have been highlighted to the Cambridgeshire and Peterborough Countywide Community Safety Strategic Board.
- 7.3 The OPCC is working with Healthwatch to understand their role in ensuring the needs of patients are met and ensure the voices of both victims and offenders are heard.
- 7.4 The Integrated Mental Health Team based in the Force Control Room, which is funded by the Commissioner, continues to support the Constabulary to ensure people in mental health crisis receive the right support from the right service at the right time. A recently signed handover protocol with the Acute Trusts will also free up officers' time.

8. Recommendations

- 8.1 The Board is recommended to note the contents of the report.
- 8.2 The Board recognises the importance of the Constabulary and OPCC developing a shared narrative and joint working ethos which ensures a victim first approach is achieved in what is an evolving and financially challenging partnership landscape.

BIBLIOGRAPHY

Source Document(s)	Police and Crime Plan http://www.cambridgeshire-pcc.gov.uk/police-crime-plan/ Attached: Appendix 1 – Victims Services Funding Awards Appendix 2 – Cambridgeshire Victim Services Outcomes Framework
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