



## Outcomes Framework

### “Supporting victims and witnesses in Cambridgeshire and Peterborough”

Police and Crime Commissioners were given responsibility for commissioning support services for victims of crime in 2014. In Cambridgeshire an early **Victim Needs Assessment** and subsequent **thematic needs assessments** led us to develop an integrated model of support services which centres around a Constabulary-led **Victim and Witness Hub**.

This allows us to deliver against the overarching aim, shared outcome, objectives and priorities set out in the **Police and Crime Plan 2017-20 – Community Safety and Criminal Justice** within the strategic **Victims** theme.

Strategic theme	Aim	Shared Outcome
Victims – safeguarding the vulnerable	Deliver a victim-first approach	Victims and witnesses are placed at the heart of the criminal justice system and have access of clear pathways of support

### Commissioning principles for key outcomes

- Follow the understand, plan, do review commissioning cycle
- Work in partnership, co-commissioning to achieve best value
- The process to award and monitor services will be proportionate to contract value
- Focus on prevention and early intervention
- Ensure seamless pathways and provide support holistically
- Support will be needs-based and victim-led focusing on outcomes
- Provision of support will be equitable across the county
- Local service providers will be valued given opportunities to co-design services
- Views of service users will be listened to



**Improved health and wellbeing**

**Better able to recover and cope with aspects of everyday life**

**Increased feelings of safety**

**Improved sense of empowerment**  
**(Better informed)**

**Commissioning aim:** Victims of crime can access appropriate and proportionate needs-led emotional and practical support to enable them to cope and recover (whether they have reported to police or not)

OUTCOMES	Improved health and wellbeing	Better able to recover and cope with aspects of everyday life	Increased feelings of safety	Improved sense of empowerment (Better informed)
Suite of potential indicators – to tailored measurements	<ul style="list-style-type: none"> <li>• Reduced feelings of anxiety/stress</li> <li>• Increased feelings of confidence</li> <li>• Improved positive outlook</li> <li>• Feeling good about themselves</li> <li>• Taking care of themselves</li> <li>• Improved physical health</li> <li>• Improved diet exercise</li> <li>• Better able to access healthcare/accessing healthcare</li> </ul>	<ul style="list-style-type: none"> <li>• Better able to make everyday decisions</li> <li>• Increased feelings of self-control</li> <li>• Increased control over emotions</li> <li>• Reduced feelings of anger</li> <li>• Recognise harmful/risky behaviours</li> <li>• Reduced self-harm/suicidal thoughts</li> <li>• Better able to manage finances or seeking debt support/accessing benefits</li> <li>• Return to, or taking steps to return to work, training or education</li> <li>• Increased academic performance</li> <li>• Accessing drugs/alcohol support</li> <li>• Developing positive coping mechanisms</li> <li>• Improved relationship with family /friends /children (positive parenting)</li> <li>• Maintaining relationships with those close to them</li> </ul>	<ul style="list-style-type: none"> <li>• Have safe accommodation</li> <li>• Increased feeling of independence and control</li> <li>• Feel safe to develop new friendships or relationships</li> <li>• Recognise signs of abuse /negative behaviours</li> <li>• Improved physical safety - ownership of a safety plan</li> <li>• Better able to make safe choices</li> <li>• Increased confidence in reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Greater awareness of support services and how to access them</li> <li>• Increased knowledge of CJS process</li> <li>• Taking ownership for decisions</li> <li>• Improved communication and social skills</li> <li>• Getting the information they needed</li> <li>• Getting the support they need</li> </ul> <p><b>NOTE: Where victims are supported in a single call this is the minimum expected outcome.</b></p>
Category of need	Mental and Physical Health Outlook and attitudes Social interactions	Finance and benefits Education, skills and employment Drugs and alcohol Family, friends and children	Shelter and accommodation	

**Monitoring effectiveness of service provision** – this is done through: Outcome monitoring forms (providers tailor the indicators measured, from the suite above, appropriate to the service delivered); case studies, satisfaction data; formal contract meetings; feedback from partner agencies; feedback from service users and site visits.