

Cambridgeshire Victim Support Services

Monitoring requirements - Reporting period April 2020 – March 2021

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).

All victim services funded by the Cambridgeshire Office of the Police and Crime Commissioner (OPCC) are required to submit formal monitoring data on a six-monthly basis. This data enables the service commissioners to understand demand, how the service is meeting it and the outcomes it is achieving. Demographic data enables the commissioners to understand who is accessing services and informs future commissioning decisions.

The monitoring requirement falls into four sections:

- Output (demand) data
- Demographic data of the victims using the service
- Case studies
- Outcomes data – based on the Cambridgeshire Outcome Framework (page 5)

Providers are asked to look for innovative opportunities to improve the quality of the data requested in the mid-year and end-year return as well as the equality data provided within the demographics section.

Providers will be asked to submit this demographic data in the supplied excel template to enable it to be easily aggregated. However, providers are free to choose how they professionally present the rest of the data; this should ensure the data can be easily shared and understood by other partners.

Three monthly headline data

Services will now also be asked for headline data on the number of people in their services on a three-monthly basis. This information will be requested at the scheduled Contract Meetings working to the following deadlines.

- **July 8** – for services provided between April 1, 2020 and June 30, 2020
- **January 12, 2021** – for services provided between October 1, 2020 and December 31, 2020.

Deadlines for six monthly returns

- **October 9, 2020** – for services provided between April 1, 2020 and September 30, 2020
- **April 9, 2021** – for services provided between October 1, 2020 and March 31, 2021.

Funding may be withheld from services failing to provide the agreed output, outcome and demographic data at the six-monthly reporting deadlines.

Outputs data

Existing case load held by your service on April 1

This should include anyone who you were already providing a service to on April 1 and who has not exited your service and anyone who was referred to your service prior to this date and who you have not yet triaged.

- Total number of victims
- Crime type (using either Home Office categorisation or agreed categories)
- Number of victims who presented with additional needs (housing/finance etc)
- Number of victims who presented with mental health needs

New referrals to your service within the reporting period (three month/six month/year)

This should include all new referrals within the reporting period.

- Total number of victims
- Source of the referral – within agreed categories
- Crime type
- Number of self-referrals
- Proactively generated referrals (RJ Service only)

All support provided during the reporting period (three month/six month/year)

In this section please provide details of every victim who you have provided support with during the reporting period. This should include both your existing caseload and new referrals.

- Total number of victims receiving support – this means you have spoken to the victim and they have accepted support. This could be a single incident of support or an ongoing support.
- Crime types experienced by the victims receiving support
- Number of victims who are eligible where the support service has been unable to contact the victim
- Number of victims who are eligible and then decide to disengage (including from either initial support offer or whilst receiving on-going support)
- Number of victims ineligible for the service (inappropriate referrals)
- Number of letters / emails sent (Victim and Witness Hub only)

- Number of victims supported in a single incident
- Number of victims who received ongoing support
- Conversion rate from referrals into first meetings (acknowledging first meetings go ahead before offenders have been contacted and where offenders are not yet identified) – RJ Service only
- Conversion rate from engagement with victims to actual conferencing (data collected to show at what stage people leave the process if they don't complete the process) – RJ Service only
- Timescales - from referral to completion of conference – RJ Service only

Victims with additional needs

- Number of victims who engaged with support services who required additional needs e.g. financial help, housing etc. (providers will either have signposted them to external services, groups or networks or provided support)
- List of agencies to which victims were referred to
- Number of victims referred to commissioned service providers (Victim and Witness Hub only)

Victims with mental health needs

- Number of victims who engaged with support services who presented with mental health needs (providers don't have to have referred these people anywhere but they could have provided advice or signposted them to online resources)

Engaging with the criminal justice system

Where a service accepts self-referrals. It is important to capture if these people then go on to report their crime to the police.

- Number of victims who engaged with support who reported the crime to the police (as a result of the support provided)

Demographics of victims who received support

- Protected characteristics of victims who engaged with support by crime type including gender, age, sexual orientation, ethnicity and disability (to include mental health).
- District area where the victim lives: Peterborough, Huntingdonshire, Fenland, East Cambridgeshire, South Cambridgeshire or Cambridge

Waiting lists

Commissioned services in Cambridgeshire should not routinely carry waiting lists. However, if this does happen please provide the following information. You will be expected to provide the OPCC with a narrative around this information.

- Average (over the reporting period) number of victims on waiting lists
- Average (over the reporting period) waiting time for victims on waiting lists

Victim satisfaction data

No satisfaction indicators will be mandated however providers will also be expected to demonstrate they are constantly reviewing their service delivery and how victims respond to staff and how the service is delivered. Providers will be expected to provide details of the number and nature of any **formal complaints** and the outcomes.

Case studies

Providers will be required to provide authentic anonymised case studies to illustrate the service provision. Please limit these to no more than 200 words.

Outcome data

Outcome Reporting

- Providers must record the outcomes secured upon a victim's EXIT from a service. The maximum number of outcomes is four times the number of people exiting the service.
- The CORE outcome is **Better able to recover and cope with aspects of everyday life** – this demonstrates a 'ongoing support relationship'.
- The minimum expected outcome is '**Improved sense of empowerment – better informed**' – particularly where a victim is supported in a single call.
- Providers are only required to count positive outcomes – there is now no requirement to measure in the categories no change or deteriorated.
- The Cambridgeshire Victim Services Outcome Framework which maps the outcome measures against categories of need and sample indicators is on page 5.
- Services commissioned to deliver face to face counselling using specialist outcome reporting tools (YP Core etc) will be supported to map the outcomes to the local framework below.

Restorative Justice Service only

- Providers must present data which shows the impact of the RJ process on a victim using comparative measures at the start and end of the process.
- Offender feedback / completion of outcome agreement / longer term – reduction in re-offending rates

Cambridgeshire Victim Services Outcomes Framework – May 2020

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