

Supporting people affected by crime in Devon, Cornwall and the Isles of Scilly

An introduction to the Police and Crime Commissioners strategic delivery partner for victim services, Victim Support, and our proposed approach to service delivery for victim services





Context

The Police and Crime Commissioner (Commissioner) has the power to commission services and to award grants to organisations or bodies to assist in delivering the priorities of the Police and Crime Plan. The Office of the Police and Crime Commissioner (OPCC) is responsible for directly commissioning specialised services for Devon, Cornwall and the Isles of Scilly and is committed to providing the most effective, fair and sustainable use of resources for specialised services.

Each year, the Commissioner makes decisions about which new services to commission in Devon, Cornwall and the Isles of Scilly and which existing specialised services need to be changed or updated. In the first instance we conduct an initial assessment of need, drawing together information from several sources to complete the assessment.

One of the largest commissioning responsibilities for the Commissioner is the commissioning of Victim Care services which includes Restorative Justice services, Sexual Assault Referral Centres and services for victims of non-reported crime.

Since 2015, the OPCC has had in place a network of victim services, some of which have been through contract procurement resulting in a three year contract and some of which have received a grant. The number of victim services in the network have differed over the years.

Recommissioning Victim Care

In the spring of 2020, the OPCC conducted an evaluation of the effectiveness of the victim care network, taking into account such factors as value for money, impact, efficiency and adherence to the code of practice for victims.

The evaluation found that whilst there was good support for victims in our area, there were improvements which needed to be made in respect of performance management, value for money and efficiency. Whilst one of the main strengths has been in the size and diversity of service offer for victims, this has also been one of the challenges as encouraging a network of organisations to act as a system of support for all victims has meant that victims do not always get the breadth of service offer from more than one organisation that we would like to see.

As a result of this evaluation, in the summer of the same year the Commissioner began the process of re-commissioning victim services in Devon, Cornwall and the Isles of Scilly.



Strategic Delivery Partner for Victim Services

From the 1st of April 2021 Victim Support will commence a new contracted service for victims in Devon, Cornwall and the Isles of Scilly.

As strategic delivery partner to the Commissioner for victim services, this new and innovative ten year contract with Victim Support sets in place a contractual partnership which will enable the delivery and implementation of high quality "Victim Led" services, whilst working strategically with all key statutory agencies to improve the overall victim experience of the criminal justice system.

Through this contract Victim Support will be required to provide commissioning and contracting infrastructure by building support service markets in all localities. These services must include restorative justice provision, services for young people affected by crime and services which will enable effective engagement for people with protected characteristics.

The vision of this new service is;

To create a "Victim Led" service provision that facilitates the evolution of the available markets, to be able to meet the ever changing needs of each and every victim, by matching the solution to their needs rather than adapting their needs to fit the solutions available.



Working together with the Commissioner and Devon and Cornwall Police, Victim Support will also identify gaps in victim pathway provision and implement new services in response.

Operationally, as this service evolves it is imperative that it seeks to keep the principle of being "Victim Led" at the core. Victim Support has a strong track record of engaging with victims to co-design and evaluate service provision and actively consults victims across areas of service design.

A key piece of feedback from recent victim focus groups in Devon and Cornwall, described the most important thing as "services doing what they say they'll do, when they say they'll do it". By establishing a Victims panel they will ensure the network maintains a pool of 'experts by experience' to draw on for consultation and specific coproduction activities or projects.

In supporting a victim to cope and recover from their experience of crime or anti-social behaviour Victim Support will also ensure that the service providers in the supply chain can demonstrate that as a direct result of receiving the service the victim will be protected from future victimisation and will feel:

- an improved sense of health and well-being,
- better able to cope with aspects of everyday life,
- an increased feeling of safety,
- better informed and empowered to act.

Over the last decade there has been significant progress in improving the victim experience and as a result we now have a better understanding of what victims need. This contract builds on progress made, but focuses on ensuring we are keeping pace with the changing nature of crime and crimes being reported, as well as the pressures placed on the system. As the service evolves, the Commissioner's strategic delivery partner for victim services will take on more specialist support services for victims in subsequent years including specialist funding for domestic abuse and sexual violence in 2022/23 and as a result the contract value will change accordingly each financial year.



POLICE AND CRIME COMMISSIONER ALISON HERNANDEZ

"It is a victim led approach, which will include victims in the shaping of services that meet the ever-changing needs of each and every victim. It will match solutions to needs rather than adapting needs to fit available solutions"



About Victim Support

Victim Support was established in 1974 in Bristol and is the largest provider of independent victim services in the UK. Victim Support's vision is a world where there are fewer victims, but where there are victims, they have stronger rights, better support and real influence in the criminal justice system.

In 2019/20, Victim Support were in contact with 730,515 victims of crime and went on to support 112,586 of these. Over 803,000 people visited Victim Support's website and the 24/7 Supportline received over 88,500 phone calls, emails and live chat sessions.

Victim Support have been members of the victim care network since it formed and therefore recognise the need for some aspects of it to develop. In becoming the strategic delivery partner for victim services their vision for the network will be;

- To achieve a high level of awareness across the region
- Deliver equitable access to services
- Target services in response to identified issues

Victim Support's view is that services must be based on current Trauma-Informed Practice and they will expect future members of the network to deliver support based on the values of:



AREA SUPPPORT MANAGER FOR VICTIM SUPPORT MARK THOMPSON

"We welcome the opportunity to share our experience, capacity and quality standards with a supply chain over the next 10 years. We want to bring best practice and value for money to ensure this exciting opportunity results in a real growth of the support services offered across Devon and Cornwall."



Outcomes for Victims

WHAT CAN VICTIMS EXPECT

Victim Support are committed to the network being informed by victim feedback and will involve victims in the design of services by establishing a Victims Panel. Victim Support recognise that recovery after crime is dynamic for each individual but see there are five distinct stages;

Stabilise

Feeling 'stable' enough to engage with support. Getting the basics right.

Inform

Addressing our need to understand the process, and feeling empowered to assert our rights.

Normalise

Helping us know our reactions are normal (and recoverable) by hearing other victims' voices

Reflect

Nurturing positive thinking skills to control the impact of crime, and build resilience against future risk

Connect

Enabling victims to connect to organisations, and to build their own personal support networks.

To help Victim Support ensure that victims are receiving effective support the network of victim care services will use distance travelled assessments. These make an assessment at the beginning, middle and end of support and monitor six outcome areas

- Health and wellbeing
- Ability to cope
- Safety

- Reintegration
- Feeling informed and supported
- Experience of the criminal justice system

Health and wellbeing

- Anger/frustration
- Trouble sleeping
- Loss of appetite
- •Exacerbated mental health condition
 - Physical injuries

Reintegration

- Isolation/loneliness
- Impact on family
- Offending behaviours
 - Media attention

CIS

- •Issues with legal representation
- •Lacks/wants information on criminal case
 - Police liaison assistance required

Safety

- •Ongoing targeting or threats
- Ongoing intimidation or bullying
- Safeguarding concerns
- •MARAC/MASH referral

Being informed

- Lack of understanding of entitlements (VCOP) or CJS
- •Lack of trust in system
 - Court attendance
 - Restorative justice

Everyday life

- •Issues with employment and/or education
- Difficulties navigating CIC
 - •Damage to property
 - •Immigration status

What will happen now?

As a new partnership the Commissioner and Victim Support will shape their delivery plans each year, but early planning work by Victim Support has provided these indicative milestones.

Mobilisation April 2021 to March 2022

During the mobilisation period, Victim Support will evaluate the current provision of services and provide the network with clarity about what to expect in the coming year.

Victim Support will make the My Support Space (MSS) platform available across the network. This secure online resource features tailored information, key messages, interactive guides and self-guided support techniques.

Designed to help victims understand and manage the impact crime has had on them, users can create an online diary to keep track of progress and record their work through guides covering more than 30 essential areas, including sleep, trauma, home safety, difficult emotions and talking to children after crime.

Victim Support will also continue to deliver their 24/7/365 Supportline and online Livechat services.

Primary phase year one to three

Victim Support will implement a shared case management system and needs assessment process across the network. Victim Support will do this in transparent consultation with network suppliers and the OPCC. This shared system will allow automatic data transfers, where referral information is automatically sent from police systems directly into our system, pre-populating new case records on a daily basis. Similarly, automated referrals will be possible between network members improving efficiency, reducing input time and reducing human error.

Secondary phase year four to seven

Victim Support's case management system will build capability in the network to undertake real time performance and demand modelling able to analyse:

- Referral estimates, forecast case contact and service uptake
- Cases supported and support delivery activities
- Contact and support delivery activity timings
- Total labour hours required and measurements of productive staff time per annum
- Predicted population and crime growth

In this phase Victim Support will deliver a **'Victim Friendly Organisations'** (VFOs) scheme. This aims to develop a footprint in communities by working with grassroots organisations to upskill them as a conduit to support services.

VFOs will receive training on understanding and responding to people impacted by crime, raising awareness of the support available.

The scheme has proven successful in Lancashire, and the network will accredit organisations of varying size and reach in order to best meet unique local needs e.g. remote village social groups, cricket clubs and community centres etc.

Tertiary phase year eight to ten

Victim Support will have refined data management and reporting pathways embedded across the network by this phase which will allow Victim Support to deliver consistent data analysis, deep-dive thematic reviews and the ability to focus on the legacy of the strategic partner role.



How to support this work

Criminal Justice Professionals

Please share this information across your staff and volunteer groups. We would welcome any of your clients to be involved in our victims panel work in the future. To find out more about the work Victim Support does please visit <u>victimsupport.org.uk</u>

If you have any questions please contact Mark Thompson at mark.thompson@victimsupport.org.uk

Victims and Witnesses

If you would like to become involved in shaping the work of the victim network please contact Mark Thompson at

mark.thompson@victimsupport.org.uk

If you need support around the impact crime has had on you please contact;

Your Devon & Cornwall Victim Support team on 0300 303 0554 between 12-6, Monday to Friday.

- Our 24/7 Supportline on 08 08 16 89 111
- 24/7 Livechat at victimsupport.org.uk





Contact the Office of the Police and Crime Commissioner

opcc@devonandcornwall.pnn.police.uk 01392 225555 devonandcornwall-pcc.gov.uk



