

AGENDA ITEM

**REPORT TO CLEVELAND
POLICE AND CRIME PANEL**

4 FEBRUARY 2016

**REPORT OF CLEVELAND
POLICE AND CRIME PANEL –
TASK AND FINISH GROUP**

REVIEW OF VICTIMS' SERVICES

Summary

- To provide an update to the Police and Crime Panel.

Recommendations

- This review be rescheduled to take place during 2017/18 when the performance of the new victims' referral services can be scrutinised.

Detail

1. At the Police and Crime Panel Meeting in September 2015, Members agreed to undertake a Task and Finish Review of Victims' Referral Services that had been agreed in the previous municipal year.
2. A meeting of the Task and Finish Group formed from the Cleveland Police and Crime Panel met on 15 December 2015 to begin to consider the scope and project plan for the review.
3. The Police and Crime Commissioner highlights in the Police and Crime Plan 2015-17 that he undertakes active consultation regarding victim and witness needs to help improve local services so individuals can cope and recover from crime and be supported through the investigation and trial processes.
4. In October 2014, the Commissioner took on new responsibilities to commission further services for victims and witnesses of crime and from April 2016 would commission victim referral services and specialist support based on local need.
5. The Plan lists the Commissioners intentions for victims as:
 - commission services for victims to improve support which meets individual needs;
 - encourage victims and witnesses to report hate incidents;
 - implement and further refine the 20 point regional PCC strategy to tackle Violence against Women and Girls which also includes support for male victims;
 - promote an employers' "Domestic Abuse and the Workplace" policy to ensure anyone affected can find confidential support at work and be helped to safety;
 - work with partners to provide support for children and young people who are victims of sexual abuse.

- promote the Cleveland Sexual Assault Referral Centre (SARC) as a hub for victims of sexual violence;
 - work to understand and improve reporting of child sexual exploitation and human trafficking;
 - further develop the Victims and Witnesses Strategic Planning Group to improve services;
 - ensure there is consultation when developing further victim and witness services;
 - commission services that support victims of honour based violence, forced marriage and female genital mutilation;
 - work to raise confidence within the LGB&T community to report hate incidents;
 - encourage early intervention and support for victims and witnesses through the criminal justice process to achieve positive outcomes;
 - work with agencies to improve the experience of victims of hate crime through the criminal justice process.
6. Information was provided by the Governance Manager from the Office of the Police and Crime Commissioner for Cleveland that included:
- Specification of requirements – Victim Referral Services
 - Contract Particulars
 - Cleveland Victim Referral Dip Sample Report
 - Listening and learning: Improving support for victims in Cleveland
 - Durham Victim Referral Dip Sample Report Executive Summary
 - Listening and learning: Improving support for victims in Durham – Executive Summary
7. The Group learned that a new contract provider was being sought to commence services from 1 April 2016 for a maximum term of 4 years. The description of services to be available are:
- To receive referrals from a wide range of agencies and individuals;
 - conduct thorough needs assessments for the victims, promote and deliver high quality support services tailored to individual needs;
 - achieve improvements in every victim’s ability to cope and recover from the impact of crime;
 - assist victims, where appropriate, to access a range of further relevant local support.
8. The Group therefore felt that the timing of this review should be revisited to allow the successful applicant to provide victims’ referral services time within the contract before scrutinising the performance of the new service.
9. The Group recommend to the Cleveland Police and Crime Panel that this review be rescheduled to take place during 2017/18 when the performance of the new victims’ referral services can be scrutinised.

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