



1 October 2014

Members of the CDRP Board Stakeholder Event – Darren Alderson, Philip Aldis, Gemma Barron, Mark Birchall, Vickie Crompton, Richard.Dykes, Mark Freeman, Lyn Hesse, Mike Hill, Jean Hunter, Rick Hylton, Tom Jefford, David Jenkins, Charles Kitchin, Tony Lacey, Amanda Mays, Pat Mungroo, Nikki Pasek, Nicky Phillipson, Leigh Roberts, Ben Shelton, Mandy Smith, Mike Soper, James Sutherland, Mark Swain and Susie Talbot

Dear Sir / Madam

You are invited to attend the next **CDRP BOARD STAKEHOLDER EVENT**, which will be held in the **SWANSLEY ROOM, GROUND FLOOR** at South Cambridgeshire Hall, Cambourne Business Park, Cambourne, Cambridge, CB23 6EA on **THURSDAY, 9 OCTOBER 2014** at **10.30 a.m.**

Yours faithfully

VICTORIA WALLACE

Democratic Services Officer, CDRP Board Stakeholder Event

If you have any specific needs in relation to access to the agenda, for example large print, please let us know, and we will do what we can to help you.

AGENDA		PAGES
1.	Introductions and Apologies	
2.	Welcome to the Stakeholder Event	
3.	Election of Chairman	
4.	Minutes of Previous Meeting	1 - 6
5.	Declarations of Interest	
6.	Reviewing the past six months	

- 6 (a) Crime and ASB in the District - presentation by CI James Sutherland**
- 6 (b) Verbal update from CDRP T&CG**
- 6 (c) CDRP Financial Report (to be tabled)**
- 6 (d) Discussion and questions**
- 7. Looking Ahead: Next 12 months**
- 7 (a) ASB Crime and Policing Act 2014: Community Trigger Process 7 - 12**
- 7 (b) Strategic Assessment 2014: Scanning Findings 13 - 18**
- 7 (c) Police and Crime Commissioner: OPCC Mental Health Roundtable Report - Charles Kitchin 19 - 22**
- 7 (d) Police and Crime Commissioner: OPCC support for victims report - Charles Kitchin 23 - 28**
- 7 (e) Police and Crime Panel - verbal update by Councillor Ben Shelton**
- 8. Date of next Stakeholder Event - 21 January 2015, 10.30am**

GUIDANCE NOTES FOR VISITORS TO SOUTH CAMBRIDGESHIRE HALL

While the District Council endeavours to ensure that visitors come to no harm when visiting South Cambridgeshire Hall, those visitors also have a responsibility to make sure that they do not risk their own or others' safety.

Security

Members of the public attending meetings in non-public areas of the Council offices must report to Reception, sign in, and at all times wear the Visitor badges issued. Before leaving the building, such visitors must sign out and return their Visitor badges to Reception.

Emergency and Evacuation

In the event of a fire, a continuous alarm will sound. Evacuate the building using the nearest escape route; from the Council Chamber or Mezzanine viewing gallery this would be via the staircase just outside the door. Go to the assembly point at the far side of the staff car park.

- **Do not** use the lifts to exit the building. If you are unable to negotiate stairs by yourself, the emergency staircase landings are provided with fire refuge areas, which afford protection for a minimum of 1.5 hours. Press the alarm button and wait for assistance from the Council fire wardens or the fire brigade.
- **Do not** re-enter the building until the officer in charge or the fire brigade confirms that it is safe to do so.

First Aid

If someone feels unwell or needs first aid, please alert a member of staff.

Access for People with Disabilities

The Council is committed to improving, for all members of the community, access to its agendas and minutes. We try to take all circumstances into account but, if you have any specific needs, please let us know, and we will do what we can to help you. All meeting rooms are accessible to wheelchair users. There are disabled toilet facilities on each floor of the building. Infra-red hearing assistance systems are available in the Council Chamber and viewing gallery. To use these, you must sit in sight of the infra-red transmitter and wear a 'neck loop', which can be used with a hearing aid switched to the 'T' position. If your hearing aid does not have the 'T' position facility then earphones are also available and can be used independently. You can obtain both neck loops and earphones from Reception.

Toilets

Public toilets are available on each floor of the building next to the lifts.

Recording of Business and Use of Mobile Phones

The Council is committed to openness and transparency. The Council and all its committees, sub-committees or any other sub-group of the Council or the Executive have the ability to formally suspend Standing Order 21.4 (prohibition of recording of business) upon request to enable the recording of business, including any audio / visual or photographic recording in any format.

Use of social media during meetings is permitted to bring Council issues to a wider audience. To minimise disturbance to others attending the meeting, all attendees and visitors are asked to make sure that their phones and other mobile devices are set on silent / vibrate mode during meetings.

Banners, Placards and similar items

No member of the public shall be allowed to bring into or display at any Council meeting any banner, placard, poster or other similar item. The Chairman may require any such item to be removed.

Disturbance by Public

If a member of the public interrupts proceedings, the Chairman will warn the person concerned. If they continue to interrupt, the Chairman will order their removal from the meeting room. If there is a general disturbance in any part of the meeting room open to the public, the Chairman may call for that part to be cleared.

Smoking

Since 1 July 2008, the Council has operated a Smoke Free Policy. Visitors are not allowed to smoke at any time within the Council offices, or in the car park or other grounds forming part of those offices.

Food and Drink

Vending machines and a water dispenser are available on the ground floor near the lifts at the front of the building. Visitors are not allowed to bring food or drink into the meeting room.

This page is left blank intentionally.

Agenda Item 4

SOUTH CAMBRIDGESHIRE CRIME AND DISORDER REDUCTION PARTNERSHIP

Minutes of the meeting held on Tuesday, 4
February 2014 at 10.00 a.m.

PRESENT

Rick Hylton – Chairman

Members:	Darren Alderson	Cambridgeshire Constabulary
	Mich Birchall	Cambridgeshire Constabulary
	Nicky Phillipson	Police and Crime Commissioner's Office
	Philip Aldis	South Cambridgeshire District Council
	Gemma Barron	South Cambridgeshire District Council
	Mike Hill	South Cambridgeshire District Council
	Jean Hunter	South Cambridgeshire District Council
	Marta Maj	Cambridgeshire County Council
	Vandana Manocha	Cambridgeshire County Council
	Mike Soper	Cambridgeshire County Council
	Richard Dykes	Cambridgeshire Fire and Rescue Service
	Maurice Moore	Cambridgeshire Fire and Rescue Service
	Mark Freeman	Cambridge Council for Voluntary Service
	Pat Mungroo	Magistrate
	Cllr Ben Shelton	District Councillor, South Cambridgeshire District Council
	Cllr Mandy Smith	District Councillor, South Cambridgeshire District Council
APOLOGIES:	Cllr David Jenkins	County Councillor, Cambridgeshire County Council
	Nicky Pasek	Cambridgeshire County Council

Action

21. WELCOME TO STAKEHOLDER EVENT - RICK HYLTON

The Chairman welcomed attendees to the Stakeholder Board meeting.

The minutes of the last meeting were agreed as a correct record.

The Chairman updated the Board on the positive meeting that had taken place with the Police and Crime Commissioner, after the last Stakeholder Board meeting in January 2013. The Chairman informed the Board that the Police and Crime Commissioner had been pleased with the direction the CDRP was taking.

The Chairman invited declarations of interest. No declarations were made.

22. REVIEWING: PAST 6 MONTHS

a) Crime and ASB in the District

Chief Inspector Darren Alderson provided an update on progress against last year's priorities, around which there had been some success:

- South Cambridgeshire's crime rate was very low with 30.9 crimes

- per 1000 head of population.
- Overall crime had reduced by 2.8% this year, with 110 fewer victims. The Board was informed that it was getting more difficult to reduce the crime figures further, as the crime rate was already very low.
 - There had been a 25% reduction in burglaries up to October 2013. Unfortunately between October and December 2013, the rate had increased. On average there was one burglary per day in South Cambridgeshire.
 - The Board was informed of a number of initiatives the Police had undertaken to deter burglary:
 - Operation Oaklands had sold shed alarms to residents. There had been good take up of this.
 - The Police had seen how many residential properties they could gain access to during the day in some villages. This had been done to assess how easy it would be for a burglar to gain access to residential properties. In a day, the Police had been able to easily access 16 houses in Linton and 12 in Great Wilbraham.
 - There had been a 19% reduction in commercial burglaries, representing 54 fewer burglaries. The focus had been on smaller businesses where burglaries could have a significant impact on the business.
 - Vehicle crime reduced by 5.4%, representing 27 fewer offences.
 - Criminal damage reduced by 16%, representing 94 fewer offences.

There had been increases in some areas:

- There had been a 19.2% increase in domestic abuse. The Police were focussing on the repeat rate of domestic abuse.
- All violence had increased by 10%, representing 50 more offences. The Board was informed that this was mostly low level common assault and domestic offences.
- Sexual offences had increased by 57%, representing 27 more offences. Of these, a number were historical cases.
- The rate of Anti-social Behaviour (ASB) had stayed the same as last year. There had been spikes in ASB going into the Summer holidays, but this rate had plateaued from September onwards. There had been 139 incidents in December, few of which were high risk incidents. The average rate was 200 per month, which was considerably low.

Discussion ensued:

- If domestic abuse and sexual offences were taken out of the crime rates, the drop in crime would be significant.
- Operation Yew Tree, of which there had been significant media coverage, had led to more historical sexual offences being reported. It had also led to an increase in reports of current sexual offences, with victims having seen success in the courts regarding other cases in the media.
- Fear and perception in communities of rates of burglary being high, despite overall figures of domestic burglary being low, was discussed. In some cases, spates of burglaries could be attributed to the same offender or offenders, such as in Waterbeach where

two individuals working together were charged with eight burglaries, and in Foxton where another two individuals had been responsible for a spate of burglaries.

- The Board was informed that shed burglaries were recorded separately from house burglaries. The rate of shed burglaries had increased by 38% this year. Operation Oaklands had been put in place to address this and had been successful, with a good rate of take up of shed alarms by residents.
- Diesel and heating oil theft was discussed. The Board was informed that this rate would be expected to increase during the winter. Exact figures were not available at the meeting.
- Rural crime was discussed. The rate of rural crime in South Cambridgeshire had increased in October 2013 and then fallen away. It was recognised that farm crime was not always reported.

b) Verbal update from the CDRP Task and Coordination Group

Mike Hill, South Cambridgeshire District Council Director of Health and Environmental Services, updated on the monthly CDRP Task and Coordination Group (CDRP T&CG):

- There were approximately 75 families on the Together for Families (TFF) in South Cambridgeshire. The CDRP T&CG was working closely with partners around how to bring improvements to these families, who were facing issues of long term unemployment and/or school attendance.
- The CDRP T&G was looking at how to embed an approach around a lead professional working with these families. The Board was informed that two members of the South Cambridgeshire Housing Team would be undertaking training to become lead professionals.
- The use of the E-CINS database was being increasingly embedded into the TFF work and the three Locality Groups. This allowed information to be shared between partners working with these families and enabled partners to task each other with work around them. This approach would lead to fewer meetings being required between partners.
- South Cambridgeshire remained an area of high growth. In the development of the Local Plan for the area, work had been done to bring partners together with planners, to ensure new communities were best designed to avoid crime and to promote health and wellbeing in order to prevent problems occurring in the future.
- The Board was informed that South Cambridgeshire had no real high risk offenders in the area.

Mick Birchall provided an update on the Integrated Offender Management (IOM) scheme, which engaged closely with repeat offenders:

- Mental health was identified as a significant challenge. The Board was informed that mental health professionals were closely involved in the IOM scheme.
- The Board was informed that dealing with individuals with low mental health needs was often difficult, as these people often did not meet thresholds for mental health services.

Discussion ensued:

- Mental health issues were discussed and identified as an area of concern.

- The possibility of widening E-CINS system access to voluntary services when working with individuals with whom other services were working, was discussed. This would allow information sharing between all organisations.
- Mark Freeman was invited to attend the next Task and Coordination Group meeting, for the item on E-CINS.

The Board **AGREED** an update on E-CINS would be provided at the March T&CG meeting and the next Stakeholder event.

c) CDRP Financial Report

A financial update was provided:

- The CDRP had been notified that it would be awarded a crime and disorder reduction grant of £16,625 for 2014/15, from the Police and Crime Commissioner.

23. LOOKING AHEAD : NEXT 12 MONTHS

a) Police and Crime Panel

Councillor Ben Shelton updated the group on the Police and Crime Panel:

- The Panel had been in place for over a year and its role was to scrutinise decisions made by the Police and Crime Commissioner.
- Involvement with children and young people was key and Councillor Shelton informed the Board that he would be raising employment of a youth outreach worker for South Cambridgeshire, at the next meeting of the Police and Crime Panel.

b) Agree Community Safety Priorities 2014/15

Mike Soper presented the proposed community safety priorities for 2014/15. Discussion ensued around priority setting:

- The Board was informed that the priorities it agreed were CDRP priorities and would not affect the work the Police prioritised.
- The Board was informed that mental health was a key issue for the Children's Trust Board, and a main priority for the Local Health Partnership. It had also been recognised as an issue by the Health and Wellbeing Board.

The Community Safety Priorities for 2014/15 were **AGREED**. The priorities agreed were:

1. Helping to keep people safe in their homes (including tackling rogue trading).
2. Supporting victims and repeat victims, particularly of violence.
3. Preventing and tackling anti-social behaviour and supporting 'Together for families'.
4. Continued support for the Integrated Offender Management scheme.

The importance of working together on mental health issues and with young people was recognised, and it was **AGREED** that these would both dovetail into all the priorities.

It was **AGREED** that the T&CG Group should report back on these

priorities at the next meeting of the Board.

24. DATE OF THE NEXT CDRP STAKEHOLDER EVENT

The Board **AGREED** it would continue to meet every six months. The date of the next meeting was to be confirmed.

Rick Hylton informed the Board of his intention to step down from the role of Chairman at the next meeting, having been Chairman for four years. The Board was informed that Maurice Moore of the Cambridgeshire Fire and Rescue Service, had offered to take on the role of Chairman. Any other potential candidates were asked to note their interest with Gemma Barron at South Cambridgeshire District Council, and the new Chairman would be formally selected at the next CDRP stakeholder event.

The meeting ended at 12.00 p.m.

This page is left blank intentionally.

Agenda Item 7a

REPORT TO: CDRP Stakeholder Event

9 October 2014

LEAD OFFICER: Philip Aldis

Community Trigger Process

Purpose

1. For the CDRP Board to approve the proposed Community Trigger process that comes into force in October 2014.

Recommendation

2. It is recommended that the CDRP Board gives its support for the proposed approach.

Reasons for Recommendation

3. These proposals for the Community Trigger process are based on the new legislation and guidance and have been developed with partners and colleagues across the County to ensure a consistent approach is taken. The Tasking & Co-Ordination Group has discussed, amended and approved the proposed approach. The District Council's Leader has given his support through the Leader's Portfolio Meeting.

Background

4. The Anti Social Behaviour, Crime and Policing Act 2014 introduces the requirement for CDRP to set up a "Community Trigger" process that allows victims of Anti Social Behaviour (or their representative) to ask for a case review. The CDRP has to set up a process for handling review requests, and responding to them.
5. The process is summarised in the detail attached at Appendix A

Risk Management

6. The CDRP T&CG will initially review the Community Trigger process, assessing functionality and number of reviews requested in January 2014.

Effect on CDRP Priorities

Priority 3 - Corporate Aim

7. Preventing and Tackling Anti-Social Behaviour, and Supporting the "Together for Families" initiative

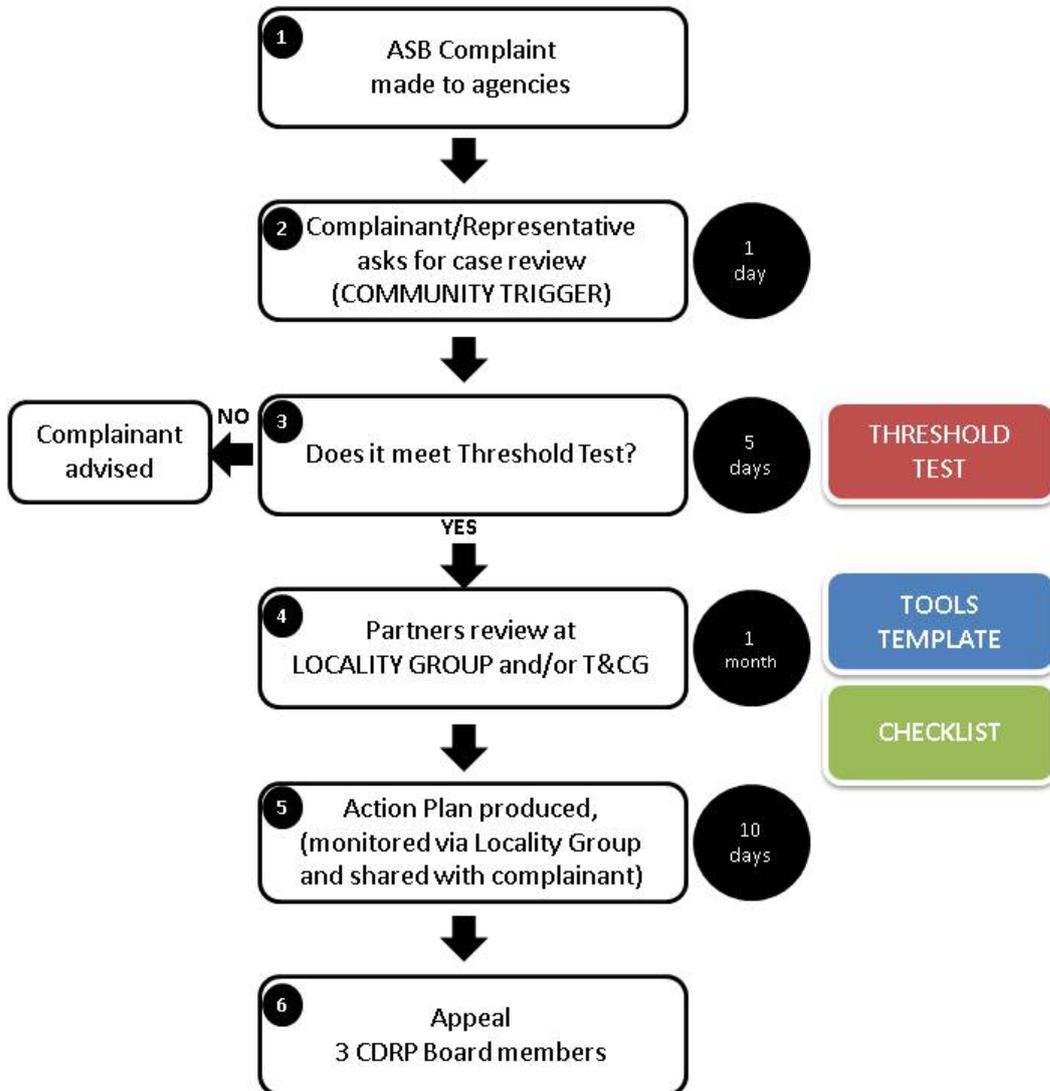
Report Author: Philip Aldis – Community Safety Officer
Telephone: (01954) 713344

SOUTH CAMBRIDGESHIRE CDRP COMMUNITY TRIGGER

APPROACH

- A. ONE POINT OF CONTACT (SPOC) FOR THE WHOLE DISTRICT: Community Safety Officer, South Cambridgeshire District Council
- B. CONSISTENT APPROACH ACROSS ALL PARTNERS: draft text agreed across the county on each relevant partner website pointing queries or “triggers” towards SCDC website
- C. ONE COMMUNITY TRIGGER FORM: the SCDC ASB page will have an overview of the Community Trigger process (see the table below) , and a web form (based on a countywide template) for the request for a case review to be submitted
- D. FOCUS ON EXCELLENT CUSTOMER CARE: As a Partnership we want to deliver the best services for our residents. The emphasis will therefore be on listening to the customer’s concerns, and quickly reviewing to see what else, if anything, we can do. This may be challenging in terms of timescales and resources, however by listening and responding to concerns it provides an opportunity to deliver excellent services.
- E. USE ECINS TO SHARE INFORMATION QUICKLY: Each agency will upload the relevant information it holds on the case to ECINS within 5 working days of being requested to. This will enable the review to take place quickly and thoroughly
- F. WORKING EFFICIENTLY: Rather than set up new groups to handle case reviews, we will add any Community Trigger cases to the agendas of the existing network of T&CG meetings and Locality Groups to ensure cases are reviewed swiftly, with the potential of initially reviewing a case within one week.
- G. MONITORING: We have to keep a record of how many applications for Community Trigger are received; this will be reported in a brief regular agenda item at the monthly CDRP T&CG

SOUTH CAMBRIDGESHIRE COMMUNITY TRIGGER PROCESS



SUMMARY OF COMMUNITY TRIGGER PROCESS

STAGE	WHAT HAPPENS	TIMESCALE
1.Acknowledge	Receipt of your Community Trigger application is acknowledged	Letter CT1 sent within 1 working days (automated)
2.Assess	We will check to see if your Community Trigger application meets the Threshold Test	Assessed within next 5 working days Letter CT2 sent if not Letter CT3 sent if yes
3.Analyse	<p>We will take your concerns seriously by referring it to a monthly group that looks at all the local issues in the District. We will refer your concern to the next appropriate meeting. Meetings are held on a monthly basis across the District.</p> <p>We will look at the:</p> <ul style="list-style-type: none"> • Persistency • Harm or potential harm caused to you • The adequacy of the response <p>We will use the tools template to see what has been done and what can be done. If we believe that we have taken appropriate action, you will be told and the Community Trigger closed.</p>	Discussed at meeting within ONE calendar month
4.Action	If we identify that a course of action can be taken, we will create a short action plan about what can be done next. This will be shared with you.	<p>This will be done within 10 working days of the above meeting take place.</p> <p>The action plan will then form part of our regular meeting agenda to monitor progress.</p>
5.Appeal	If you remain unhappy with our response, then you can appeal and we will ask 3 CDRP Board members to look at the case review	This will be done within 2 months of your appeal

**TOOLS TEMPLATE:
Anti Social Behaviour Tools & Powers Check**

Case:		
What	Considered?	Legislation
CONTRACTS & AGREEMENTS		
Mediation suggested		
Acceptable Behaviour Contract		
Neighbourhood Contract		
Parenting contract		
Restorative Justice		
DIRECT ACTION		
Civil Injunction		ASB Crime & Policing Act 2014
Closure Order		ASB Crime & Policing Act 2014
Criminal Behaviour Order		ASB Crime & Policing Act 2014
Dispersal Power		ASB Crime & Policing Act 2014
Filthy & verminous conditions		Public Health Act 1936
Fixed Penalty Notice options		
Noise abatement notice		Environmental Protection Act 1990
Noise monitoring equipment		Environmental Protection Act 1990
Parenting order		
Public Spaces Protection Order		ASB Crime & Policing Act 2014
Test purchasing		
TENANCY ACTION		
Absolute grounds for possession		ASB Crime & Policing Act 2014
Demotion order		
Housing injunction		Housing Act
Notice of seeking possession		Housing Act
FINANCIAL ACTION		
Fixed Penalty Notice		
WARNINGS		
Verbal warning/words of advice		
Warning letter		

This page is left blank intentionally.

Document is Restricted

This page is left blank intentionally.

Agenda Item 7c



Cambridgeshire
Police & Crime
Commissioner

To: South Cambridgeshire Community Safety Partnership

From: Nicky Phillipson, Strategic Advisor, OPCC

Date: October 9, 2014

Mental Health Roundtable

1. Purpose

1.1 The update the Partnership on the outcomes from the Mental Health Roundtable including the next steps being taken to progress the creation of a Mental Health Crisis Care Declaration for Cambridgeshire.

2. Recommendation

2.1 The Partnership notes the contents of the report.

3. Mental Health Crisis Care Concordat – Improving outcomes for people experiencing mental health crisis

3.1 In February 2014 senior representatives from a range of national agencies signed up to the Mental Health Crisis Care Concordat. The shared statement describes what people experiencing a mental health crisis should be able to expect of the public services that respond to their needs.

3.2 The Concordat expects that, in every locality in England, local partnerships of health, criminal justice and local authority agencies will agree and commit to local Mental Health Crisis Declarations. This is the most important ambition of the Concordat.

3.3 The declaration should consist of commitments and actions at a local level that will deliver bespoke evidence-based services which meet the principles of the Concordat. This should be captured in a shared action plan and include:

- reduction of the use of police stations as places of safety;
- reduction in the use of police vehicles to transfer patients;
- timescales put in place so police responding to mental health crisis know how long they will have to wait for a response from health and social care workers; and

- information sharing to enable people in crisis to receive the best care.

4. Local Mental Health Roundtable

- 4.1 On July 1 Police and Crime Commissioner Sir Graham Bright and Chair of the Cambridgeshire and Peterborough Clinical Commissioning Group Maureen Donnelly jointly chaired a roundtable to discuss how the county can meet the quality standards set out in the Concordat.
- 4.2 The event was attended by senior leaders from across the county including Directors of Adult Social Care, Directors of Public Health, the Chief Executive and Chief Medical Officer from the local mental health trust and leaders from local Probation, charities, NHS England and Addenbrooke's Hospital.
- 4.3 Presentations from Cambridge MIND Chief Executive Sarah Hughes, Cambridgeshire's Director of Public Health Liz Robin and Dr Geraldine Strathdee, NHS England's National Clinical Director for Mental Health inspired the discussions. In particular Dr Strathdee challenged leaders to take a brave longer term approach to mental health and consider economic re-modelling.

5. Next Steps for Cambridgeshire

- 5.1 The Roundtable group agreed on the following next steps:
- Each organisation to secure Board/Trust support within the next three months to sign up to a Mental Health Crisis Care Declaration.
 - ACC Mark Hopkins to co-chair with the CCG GP clinical lead for mental health Dr Emma Tiffin, a Concordat Declaration Group comprised of representatives from all organisations – including those not present at the table - to take forward a Mental Health Crisis Care Declaration for Cambridgeshire and Peterborough. The OPCC will support this group.
 - The CCG is keen that this work going forward is linked to the “whole-health system” service re-design work that is being led by Andy Vowles, Chief Operating Officer. The CCG will draft TORs that set out how this can best be done.
 - This work also needs to align to the Public Service Board Re-wiring programme.
 - Mental Health Roundtable attendees to meet again in early November to share progress and look at signing a Mental Health Crisis Care Declaration and associated action plan for Cambridgeshire and Peterborough which can be loaded onto the National website in order to meet the national deadline of December 2014. The Roundtable will continue to be jointly chaired by the PCC and CCG.

6. Mental Health Concordat Declaration Group

- 6.1 The first meeting of the Concordat Declaration Group was held on August 27, 2014 with encouraging representation from the majority of the agencies concerned. The group agreed:

- To share a draft joint Mental Health Declaration for Cambridgeshire and Peterborough with their respective senior colleagues, in particular those who attended the Mental Health Roundtable. This will be signed off at a proposed second roundtable in November.
- To hold a workshop to populate the Action Plan to drive the joint declaration forward. (Scheduled for October 8, 2014)
- That this meeting was a significantly positive first step in starting the dialogue across all agencies about how outcomes can be improved for people experiencing suspected mental health crisis.

BIBLIOGRAPHY

Source Document(s)	Mental Health Crisis Care Concordat
Contact Officer	Nicky Phillipson, Strategic Advisor, OPCC

This page is left blank intentionally.



To: South Cambridgeshire Community Safety Partnership

From: Nicky Phillipson, Strategic Advisor, Cambridgeshire Office of the Police and Crime Commissioner (OPCC)

Date: October 9, 2014

PROVIDING SUPPORT FOR VICTIMS IN CAMBRIDGESHIRE

1. Purpose

- 1.1 To report progress in the implementation of the 'Strategic Vision of Support for Victims in Cambridgeshire' - the county's victim strategy.
- 1.2 To update the Partnership on the implementation of a police-led Victims' Hub in Cambridgeshire that will deliver a victim services and referral mechanism and provide a gateway for the integrated management of victims of crime.

2. Recommendations

- 2.1 Members of the Partnership are asked to note the contents of the report.

3. National Context

- 3.1 From October 2014 Police and Crime Commissioners will be responsible for commissioning the majority of emotional and practical support services for victims of crime locally.
- 3.2 The commissioning will follow the Ministry of Justice's National Victims' Services Commissioning framework based on the outcomes of supporting victims to **a) cope with the immediate impacts of crime**, and **b) recover from the harm experienced**.
- 3.2 Victims must be supported in line with the **Code of Practice for Victims of Crime**. The Code gives victims (in England and Wales) a legal right to receive a minimum standard of service from the criminal justice system. This includes: assessment of need, information about victim services and appropriate referral. It states that

specialist support should be targeted at those victims who have suffered the greatest impact from crime including **victims of serious crime**, those who are **persistently targeted** and the **most vulnerable and intimidated** and tailored according to need. The Code is backed up by the **EU Directive on the Minimum Standards, Rights, Support and Protection of Victims of Crime**, specifically Articles 8 and 9. This is effective from November 2015 and creates minimum standards for general and specialist support services for victims. This includes provision for victims to be able to access support services regardless of whether they have reported to the police.

4. Local Context

- 4.1 In 2012/13 32,000 people reported a crime to Cambridgeshire Constabulary – according to the Crime Survey for England and Wales the true figure of people affected by crime could be much higher. Of these victims who reported crime many did not wish to be provided with additional support to that given within the CJS; only a third wished to be referred to an initial triage Victim Support services, only 1,229 people requested support beyond an email. However specialist support was provided directly within the CJS to many others victims at risk of serious harm or with substantial needs. Historically there has been no co-ordination of this wider victim services activity in Cambridgeshire.
- 4.2 The Cambridgeshire Criminal Justice Board Victim and Witnesses sub-group has been working to understand the existing landscape of support provision for victims and how each agency meets their obligations under the Code of Practice for Victims of Crime. [The Strategic Vision of Support for Victims in Cambridgeshire](#) informed the initial Commissioning Intentions and will again do so when they are updated for 2015/16. The group also recognise the importance of prevention.

5. Implementation of the Strategic Vision of Support for Victims in Cambridgeshire

- 5.1 Progress has been made in the implementation of each of the three areas of the strategy:
- Creating safe, strong and healthy communities
 - Developing Clear Supportive Pathways through the CJS
 - Integrated support for victims who are at risk of serious harm or have substantial needs

6. **Creating safe, strong and healthy communities:** communities with low crime rates, high levels of confidence in policing and engaged communities with high numbers of witnesses. A wide range of agencies, statutory and non-statutory, play a part in supporting communities and deliver early intervention and preventative work. Increasingly partnerships are championing work to support communities to support themselves. The OPCC has invested in a number of areas funded from both the MoJ Capacity and Capability Funding (see appendix 1) and the main grant:

- Neighbourhood Watch – to bolster numbers and develop skills to better support neighbours who becomes victims of crime.
- PCC Youth Fund – a range of projects have been funded (to a maximum of £2k each) which engage young people, living in deprived areas (often with the highest levels of victimisation), in positive activities in their community. No applications have been received to date, to fund projects in South Cambridgeshire.
- Peer support groups – to support victims of sexual violence and provide an exit from more cost-intensive support services.
- Research to understand why people do not report crime.

7. Clear Supportive Pathways

- 7.1 The Police and Crime Commissioner has funded the development and implementation of a police-led **Victims' Hub for Cambridgeshire**. This will provide direct support to victims and refer victims to further support where appropriate and keep victims informed of their case.
- 7.2 The Hub will link in with existing effective partnership working arrangements. The Commissioner will also be awarding Victim Support in Cambridgeshire a grant, from the Ministry of Justice Victims Fund, to support the transition and development of the Hub for a six-month period. This would enable the continuation of the use of a network of volunteers with extensive training and experiences to provide support to victims of crime.
- 7.3 The Hub will work alongside crime recording, criminal justice, witness care and investigation management functions at an existing police estate Copse Court in Peterborough. This approach in most parts mirrors a victim's journey from point of report, investigation through to any court process and beyond.
- 7.4 Every victim of crime, bereaved relatives, spokespersons or parents of victims under 18 will have access to the Hub service. The Initial Victims Needs Assessment (INVA) will establish whether a victim is entitled to an enhanced service and the crime will be marked accordingly for the attention of those with specific responsibilities, such as the Officer in the Case, Witness Care, CPS and the Courts. The IVNA will also identify victims who are in need of further support, regardless of whether they are entitled to an enhanced service or not. The Victim Care Officers (based in the Hub) will contact these victims to provide immediate (within 24 hours of reporting the crime) emotional and practical support and offer to carry out a Detailed Victim Needs Assessment (DVNA) with them, from which a bespoke care plan can be developed.
- 7.5 At present existing services will only consider approximately 70 per cent of direct victims of crime even before a needs assessment has been completed. In addition businesses, where there is named point of contact, will be entitled to access services

and provisions under the Code of Practice for Victims of Crime. Hub staff will also have access to a far greater range of information compared to existing providers to answer questions from victims and keep them updated on their case.

- 7.6 The support provided by the Hub will generally fall into four broad categories;
- Emotional and practical support including signposting
 - More detailed/longer term emotional and practical support
 - Support and referral to existing services that can help a victim cope and recover
 - Referral to victim services commissioned by the Police and Crime Commissioner (PCC).
- 7.7 In addition to the work within the Victims' Hub the Cambridgeshire Criminal Justice Board Victim and Witnesses sub-group has been looking at how otherwise potentially marginalised victims have equitable access to victim support services. A post to support exploited migrant workers and within the county's Troubled Families work are examples of this.

8. Integrated support for victims who are at risk of serious harm or have substantial needs

- 8.1 Significant partnership work continues to provide support for victims who fall within this tier of support. The MoJ Capacity and Capability Grant enabled (2013/14 – See Appendix 1) some gaps identified within the Victim and Offender Needs Assessment and through work with the Provider Forum to be plugged. The work has been extended through an additional £345k investment secured from the MoJ Competed Fund by the OPCC through six bids. This additional money must be spent on services delivered in 2014/15.

Successful bids

Home Security for Victims of Domestic Violence	£36k
Mental Health Pathfinder Project (in partnership with local mental health trust, Cambridgeshire County Council and Peterborough City Council)	£150k
Co-ordinators working between the Victims' Hub and Troubled Families	£51k
Young Persons' Independent Sexual Violence Advocates (one each for Cambridgeshire and Peterborough)	£46k
Sexual Violence Telephone Helpline (across the county)	£30k
Sexual Violence Peer Support Group (across the county)	£32k

- 8.2 Details of commissioning of Victims' Services for 2015/16 (based on the indicative budget allocated by the MoJ) will be laid out in the new Commissioning Intentions

which will be brought to a future Board meeting. This will include the continuation of several of the successful bids to enable proper comparative evaluation.

- 8.3 Mental health has been identified as a key issue within the victim's agenda. The Police and Crime Commissioner and the Chair of the Cambridgeshire and Peterborough Clinical Commissioning Group, hosted a well-received Mental Health Roundtable in July. A second has been planned for November.

BIBLIOGRAPHY

Source Document	Contact Officer	Location
Strategic Vision of Support for Victims in Cambridgeshire A Strategic Vision of Support for Victims in Cambridgeshire	Nicky Phillipson, Strategic Advisor 01954 713910	Cambridgeshire Office of the Police and Crime Commissioner

Appendix 1

MoJ Capacity and Capability Funding – December 2013 – March 2014

Recipient	Award	Rationale
Cambridgeshire Constabulary	£100k	Development of Victim Hub to act as a local referral pilot. This will include: funding a project manager post and developing a virtual resource centre for victims of crime.
Cambridge Rape Crisis Peterborough Rape Crisis	£35k	Joint funding to build capacity and capability in areas of need.
Drug Link (VCSE)	£30k	One off set up costs for Alcohol Diversion Scheme
Cambridgeshire County Council OPCC	£25k £13k	Expertise and resources provided to enable effective commissioning
Cambridgeshire County Council Research Team	£5k £5k	Research to better understand the rate of victimisation in Cambridgeshire to enable effective strategies to be put in place to reduce the number of victims. Research to better understand why some people choose not to report crime.
Cambridgeshire YOS	£10k	Accelerate roll out of, and build RJ capacity, in Cambridgeshire schools

NOT PROTECTIVELY MARKED

Peterborough YOS	£10k	Build RJ capacity in Peterborough
Women's Aid Cambridge	£10k	Work to support capacity and capability of potential providers of services to enable the victims of most serious crime to cope and recover.
Peterborough Neighbourhood Watch	£2.5k	Development of local scheme and training of local co-ordinators to provide community-level support
Restorative Justice Research and Audit	£14k	Research work to understand the impact of Restorative Justice Interventions on victims to inform future commissioning.
Regional Co-ordination	£10k	Establish a collaboration agreement coordination post
Supporting exploited migrant worker	£29.5K	Pilot post to build capacity within the VCSE to support victims of human trafficking and exploitation.
Total spends	£299k	