



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	