



To: Business Coordination Board

From: Acting Chief Executive

Date: 26 November 2020

POLICE & CRIME PLAN – VICTIMS THEME – OPCC WORK TO DELIVER BROADER PARTNERSHIP SUPPORT

1. Purpose

1.1 The purpose of this report is to:

- update the Business Coordination Board (the “Board”) on Office of the Police and Crime Commissioner (OPCC) activity to deliver the ‘broader partnership support’ priorities set out in the Victims section of the Police and Crime Plan (the “Plan”).
- provide outcome monitoring information on the victim support services commissioned and contract monitored by the OPCC for 1st April to 30 September 2020.

2. Recommendations

2.1 The Board is recommended to note the contents of the report.

3. Background

3.1 Under the Police Reform and Social Responsibility Act 2011, the Police and Crime Commissioner (“the Acting Commissioner”) is required to produce a Plan.

3.2 The Commissioner’s Plan became effective from the 1st April 2017 and is structured around four key strategic themes: Victims, Offenders, Communities, and Transformation. Each theme has its own aim and has a framework through a series of shared outcomes to enable all agencies with a part to play in community safety and criminal justice, to strategically direct the future delivery of services through these common goals. Each theme is supported by key objectives and priorities for action.

3.3 Cambridgeshire Constabulary (the “Constabulary”) brought a set of refreshed priorities to the Board in April 2019 which they report against in a separate paper – see Agenda item 6.2. The OPCC has a wider statutory commissioning and partnership working role.

4. Commissioning referral and universal support services

- 4.1 The responsibility for commissioning emotional and practical support for victims of crime sits with Police and Crime Commissioners. Cambridgeshire has a mature model of support services and works in partnership with the local authority and NHS England to deliver £3m worth of services annually. This includes a number of central government funded workstreams. This enables the county to confidently state that victims in Cambridgeshire ‘have access to clear pathways of support’. A list of all services being funded in 2020/21 is available on the OPCC’s website.
- 4.2 The OPCC acts as lead or co-commissioner for all services and ensures robust contract monitoring in line with national best practice. The **Cambridgeshire Outcome Monitoring Framework** is attached at **Appendix 1**.
- 4.3 Cambridgeshire’s universal service is the police-led **Victim and Witness Hub** (the “Hub”). Despite being in a lockdown situation for much of the monitoring period the service provided access to telephone-based emotional and practical support to 1,615 victims in the past six months. This is a 27 per cent increase than the same period last year. The service has also seen a 53 per cent increase in the volume of work required to ensure victims and witnesses are available and ready to attend court when cases are listed. The new court arrangements require intensive and time-consuming liaison between victims, witnesses and criminal justice agencies.
- 4.4 A number of specialist services are co-located (currently virtually) within the Hub. The post holders work alongside the Hub staff to ensure victims can access the support they need at the right time. This includes mental health nurses and specialist victim and witness care co-ordinators for migrant victims of exploitation and young victims of crime. **Headline six-month data from all services**, including those co-located, is available at **Appendix 2**.
- 4.5 During the lockdown period the Restorative Justice (RJ) Service continued to explore RJ interventions with victims of crime. The Acting Commissioner has been kept up to date with work to explore safe ways to use technology to progress future face to face interventions.
- 4.6 The Acting Commissioner has been playing an active part in the contract monitoring of all services and is currently mid-way through a rolling programme of meetings with providers. The Teams system has provided a time efficient method of increasing the support and monitoring of providers without encroaching on front line service delivery.

5 Commissioning specialist victim support services – domestic abuse

- 5.1 The OPCC works in partnership with the local authority who fund just short of £1m worth of domestic abuse support services. This includes IDVAs (Independent Domestic Violence Advocates) and MARAC (Multi-Agency Risk Assessment Conference) co-ordinators and refuges. The services work alongside the rest of system to ensure victims of domestic abuse can access the services they need.
- 5.2 The Domestic Abuse Outreach Service (based in Cambridge Women’s Aid, Refuge and Peterborough Women’s Aid) is in the main funded until Autumn 2021 through a grant from the Ministry of Housing, Communities and Local Government. The OPCC is supporting work within the local authority to develop a future model of support within

the resources available. However due to the steady increase in the number of referrals (both agency and self) the OPCC and Local Authority have jointly bolstered the service in Peterborough. Further work is ongoing to look at how the services can respond to increasing calls for help from members of Peterborough's A8 (Eastern European) communities.

- 5.3 The IDVA service who support high risk victims of domestic abuse received 605 referrals in Q1 (11 per cent increase on the same period last year) and 560 referrals in Q2 (an eight per cent increase on the same period last year). The engagement rate from victims was consistent at around 76 per cent each quarter.

6. Commissioning specialist support services – sexual violence

- 6.1 Cambridgeshire has a Countywide Sexual Violence Support Service which consists of an ISVA (Independent Sexual Violence Advisor) service and a separate emotional support service. This was commissioned in 2019 by the OPCC using pooled budgets from the local authority, NHS England and the nationally devolved Rape Support Fund (Cambridgeshire is one of five areas piloting this devolution). Cambridgeshire was also successful earlier this year in securing funding for three additional ISVA posts from the Home Office over two years to bolster ISVA provision. This will in part enable the service to respond to the pressures identified in 6.3.

- 6.2 The service continues to respond innovatively to the challenges caused by the pandemic. Survivors who initially had been reluctant to access services online are now embracing virtual 'counselling rooms' and the helpline continues to receive high numbers of calls. The demographics of those accessing this service matches national trends with more than 90 per cent being women. Locally the cities of Peterborough and Cambridge account for half of service users.

- 6.3 However, the cancellation of trials during the first lockdown and reduced capacity in the criminal justice system is having an impact on the service and the survivors. Referrals to the adult ISVA service have increased by 67 per cent compared to the same period last year and 12 per cent of survivors have been in the service more than two years (compared to one per cent last year). The service reports a significant increase in the intensity of support required for survivors with their lack of access to positive coping strategies directly increasing feelings of anxiety and depression and even suicidal ideation. The service is extremely experienced in such situations but the impact on staff is not insignificant.

- 6.4 A recent bid to the Child Sexual Abuse Transformation Fund for 1-1 counselling provision was unsuccessful. The feedback commented on the quality of the bid but explained the £2.8m fund had been over-subscribed to the tune of £20m. This long-term recovery pathway remains uncommissioned by health providers.

7 Extraordinary DA/SV Covid Funding – additional award

- 7.1 The Commissioner awarded £288k of funding to domestic abuse and sexual violence charities in June this year on behalf of central government, as reported at the September meeting of this Board. A list of all successful organisations is available on the website. At the time of writing this report the additional outcome monitoring data is not available.

- 7.2 The Ministry of Justice asked the Acting Commissioner to submit a costed ‘needs assessment’ in October 2020. This identified what would be required to enable these same charities to continue meeting the additional needs emerging from victims post lockdown. While this identified twice more need than can be met, the Acting Commissioner welcomed the announcement that Cambridgeshire would be provided with **a further extraordinary funding award of £97,138**. This funding will be allocated to these providers based on evidenced need and risk.
- 7.3 The Countywide Support Service for Victims and Survivors of Sexual Violence, delivered by the Cambridge and Peterborough Rape Crisis Partnership has also been provided with additional funds. **The service will be awarded £93,603 from the national Rape Support Fund.**
- 7.4 The OPCC is also responding to additional reporting requirements from the Home Office and Ministry of Justice during the pandemic with monthly reports required from all services. This is helping central government develop a countrywide picture of demand and provide evidence for future funding.

8. Recommendations

- 8.1 The Board is recommended to note the contents of the report.

BIBLIOGRAPHY

Source Document	Police and Crime Plan http://www.cambridgeshire-pcc.gov.uk/police-crime-plan/
Contact Officer	Nicky Phillipson, Head of Strategic Partnerships and Commissioning, Office of the Police and Crime Commissioner