

RECORD OF DECISION

TITLE: Re-modelling of victim provision

Ref: PCC/D/2018/12

EXECUTIVE SUMMARY

In December 2017 the Alliance Governance Group (AGG) agreed a staged proposal to examine and develop options for the creation of a single point of contact for victims and survivors of crime. Stage one is now complete and a partially integrated victims' services model is recommended. A detailed consultation, feasibility study and initial business illustrates the benefits to a victim of crime as well as policing. This model is the preferred model for West Mercia.

PROPOSAL

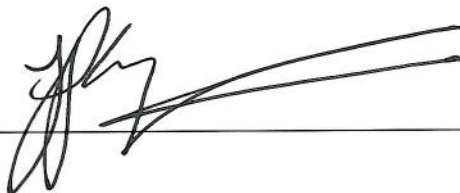
To implement a partial in-house service for victims in West Mercia. There should be a multi-disciplinary, single point of contact triage support service providing a single gateway for the integrated management of victims of crime. The initial point of contact will become integrated into the force structure within West Mercia; whilst face to face support will be tendered out to the VCS from April 2019.

It is proposed that a second stage (full) business case is produced, along with a transformational programme which works cross-directorate and with external agencies to implement and integrate a new working model for victims by April 2019.

**APPROVAL OF
West Mercia Police and Crime Commissioner**

I hereby approve the above proposal.

Signed



PART 1 – NON-CONFIDENTIAL/EXEMPT FACTS AND FIGURES

SUPPORTING REPORT

1. To implement a partial in-house service for victims in West Mercia. There should be a multi-disciplinary, single point of contact triage support service providing a single gateway for the integrated management of victims of crime. The initial point of contact will become integrated into the force structure within West Mercia; whilst face to face support will be tendered out to the VCS from April 2019.
2. The key benefits arising from this option are:
 - Enhanced Information and Communication with/for victims and survivors.
 - Greater ability to deliver procedural justice for victims and survivors.
 - Improved victim satisfaction.
 - Increase in successful criminal justice outcomes arising from greater victim engagement.
 - Enhanced collation, analysis and leadership accountability for victim satisfaction.
 - A stronger victim voice which will have greater influence on organisational culture and operating practices.
 - Clear lines of accountability and responsibility for victims - from PCC via CC to a Strategic Lead for Victims.
 - Ability to compliment and build on existing transformation change programmes across the force.
 - A co-located, multi-disciplinary team operating under a single leadership structure providing a professional, more co-ordinated offer to victims and survivors through a skilled and knowledgeable single point of contact.
 - A single assessment based on victim risk and needs, not simply crime type, enabling more in-depth triage and seamless support provision throughout the CJ system.
 - Robust compliance with the 2015 Code of Practice for Victims of Crime and EU Directive 2012/29/EU
 - Ability to integrate with witness and victims teams (including the force witness care unit and any future devolution of funding from MoJ e.g. Court Based Witness Service)
 - Leading the multi-agency strategy setting for victim services throughout their journey in the criminal justice system.
3. It is proposed that a second stage (full) business case is produced, along with a transformational programme which works cross-directorate and with external agencies to implement and integrate a new working model for victims by April 2019.

FINANCIAL COMMENTS

The 2nd stage business case and consultancy support to implement a new model is estimated to cost approximately £65,000. All efforts will be made to ensure value for money through procurement processes. These costs will be financed from the MoJ victims grant and PCC grant budget for 2018/19. This funding has been ring fenced. Additional funding required for the delivery of service will come from existing grant budgets.

LEGAL CONSIDERATIONS

By virtue of section 143 of the Antisocial Behaviour, Policing and Crime Act 2014 the Police and Crime Commissioner may provide or arrange for the provision of services to secure crime and disorder reduction, services to help victims or witnesses of, or other persons affected by, offences and anti-social behaviour, and other services specified by the Secretary of State.

By virtue of schedule 11, paragraph 14 of the Police Reform and Social Responsibility Act 2011 the Police and Crime Commissioner may do anything which is calculated to facilitate, or is conducive or incidental to, the exercise of the functions of commissioner. That includes: entering into contracts and other agreements (whether legally binding or not) and acquiring and disposing of property (including land).

PUBLIC ACCESS TO INFORMATION

Information in this form is subject to the Freedom of Information Act 2000 (FOI Act) and other legislation. Part 1 of this form will be made available on the West Mercia Commissioner's website. Any facts and advice that should not be made automatically available on request are not included in Part 1 but instead in a separate Part 2 report.

OFFICER APPROVAL

Chief Executive Officer

Signature Andy Chapman Date 24th April 2018

