

## Victim services commissioning intentions

### 1. Introduction

Police and Crime Commissioners are responsible for commissioning emotional and practical support services for victims of crime in their local area from October 2014. This responsibility was previously held by the Ministry of Justice (MOJ) and the change follows a Government consultation in 2012, [Getting it Right for Victims and witnesses](#). This set out a number of reforms, recognising that while victims must have clear, national expectations about how they will be treated and the support on offer, local services must have the flexibility to meet the different and changing needs.

The MOJ will continue to commission services which provide support for:

- Victims of human trafficking
- Those bereaved by homicide
- Victims of rape (through Rape Support Centres)
- Witnesses at court

The nationally commissioned services may also include national helplines and other needs-based services, for example to support male victims of rape and serious sexual assault.

This document sets out the commissioning intentions of the Surrey Police and Crime Commissioner, Kevin Hurley. The PCC welcomes feedback on these proposals during the consultation period, which will remain open throughout July and August 2014.

Feedback can be given by email to: [surreypcc@surrey.pnn.police.uk](mailto:surreypcc@surrey.pnn.police.uk) or by telephone to OPCC Policy Officer for Victims on 01483 637245.

The Office of the Police and Crime Commissioner (OPCC) will also seek to inform partners. Should you want the OPCC to brief you, please email [surreypcc@surrey.pnn.police.uk](mailto:surreypcc@surrey.pnn.police.uk)

### 2. Vision for Victims

Surrey Police and Crime Commissioner (PCC) Kevin Hurley set out his vision for victims in the [Police and Crime Plan](#):

I want victims to be treated with care and compassion, with their needs placed at the heart of the response from police and partners. In particular, I want to make sure the most vulnerable people in our society are looked after: victims of hate crime, distraction burglaries, domestic abuse, survivors of rape and sexual assault, abused children and the elderly.

To ensure victims are at the centre of the **Criminal Justice System** I will:

- Work with the Criminal Justice System to ensure victims get proper support, whether they are dealing with Surrey Police, courts, probation, judges or voluntary support organisations

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- Monitor how Surrey Police and Criminal Justice partners improve their support for victims of crime and anti-social behaviour
- Review the community safety funding and grants I give to partners who support victims to ensure value for money is achieved
- Ensure that we look after those people most vulnerable in our society
- Work with partners to ensure that those with mental health issues receive appropriate care and protection
- Monitor Surrey Police performance in answering the phone when you call, whether in an emergency or not, and how they respond to calls for help, getting the call centre and response officers to focus on what the victim needs.

To ensure **Surrey Police** is putting victims at the heart of what it does, I will ask the Chief Constable to report on:

- How satisfied victims of crime are with the services that Surrey Police provides and what Surrey Police is doing to improve how victims are treated
- How Surrey Police is treating victims of anti-social behaviour and how it is improving treatment and actions taken to address problems.

I will also be working with **partners** to:

- Help ensure that the Criminal Justice system, including courts, witness protection and the judiciary put victims at the heart of everything they do
- Review the funding given to victim support organisations to ensure value for money is achieved and a good quality of support is provided
- Help ensure that there is support for vulnerable people, such as the young, the elderly, those with mental health issues and troubled families

This vision drives the PCC's commissioning approach for victim services in Surrey and outlined below are his intentions for 2014-2016.

### **3. Victim services**

The PCC will receive funding from the MOJ to deliver support services for victims of crime from October 2014. Services commissioned must help victims cope with the immediate impact of crime and recover from the harm experienced. The support for victims in Surrey falls into three broad categories:

#### **A. A victim referral and assessment service, providing both practical and emotional non-specialist support**

Surrey Police operates a 100% referral policy for all victims of crime, unless they express a wish to opt out. The provider of this service will be expected to:

- Receive victim contact details
- Contact the victim to an agreed methodology and in line with the care provision for different crime categories
- Conduct a thorough needs assessment, if agreed by victim
- Meet the victim's immediate needs
- Provide further support if needed and/or refer to a specialist support provider
- Close the case

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The service must be compliant with the new EU Directive for Victims and the Code of Practice for Victims of Crime. Support will be tailored to individual need, free of charge and easily accessible for all victims, including those who do not report to the police.

#### **B. Specialist support 2014-15**

For some victims, more specialist support is needed to help them cope and recover. A local needs assessment, significant interaction by the OPCC with service providers, victims and partners, as well as existing research has identified a number of early priorities, which will be funded through grants. These include:

- Support for victims of domestic abuse – including specialist Outreach support and Independent Domestic Abuse Advisors
- Support for victims of sexual assault and rape – including specialist Outreach support, including Independent Sexual Abuse Advisors
- Support for young and adult victim/witnesses at court

#### **C. Specialist support and emerging specialist support 2015-2016**

In addition to the initial priorities identified above for 2014/15, there are emerging needs in Surrey, where the prevalence of the crime and the support needed is yet to be fully understood. Many crimes may go un-reported and the OPCC will consult with victims, providers and partners to ensure support is easily accessible and tailored to the individual need. This could include support for victims of cyber-crime, crime that targets a minority group or vulnerable people, as well as honour based violence.

## **4. Commissioning strategy**

Services commissioned by the PCC form part of a complex and varied network of support that exists for victims across Surrey, funded by other commissioners and through charitable donations. The OPCC will work with all involved to ensure a cohesive approach, for resources to be appropriately allocated and duplication avoided.

The following commissioning approach will be used:

#### **Procurement**

The financial value of a **victim referral and assessment service, providing both practical and emotional non-specialist support**, is such that an invitation to tender is published via the Official Journal of the European Union (OJEU).

The PCCs of Surrey, Sussex and Thames Valley are collaborating to jointly award a contract, with a framework agreement for other PCCs to call off from.

All procurement documentation can be accessed through the Bluelight portal:

<https://www.bluelight.gov.uk/portal/cms.nsf/vHomePage/fSection?OpenDocument>

**Grants**

The state of the market is an important consideration for choosing the option of grant making. For the **specialist support** needed for victims, The PCC recognises the excellent Voluntary, Community and Social Enterprise (VCSE) organisations capable of providing services and for this reason, the option of grant making is the OPCC's chosen commissioning approach. Whilst this is less regulated than procurement, there remain important rules to follow to ensure the PCC acts reasonably and proportionately. A procedure will be in place to determine grant applications and decisions.

There may also be providers not currently known to the OPCC or partners and a policy and communications specialist has been appointed to supply 'provider support'. They will help to develop the market, scope potential partnerships and collaboration and work with providers to build capacity and capability for commissioning.

The PCC will also be exploring opportunities to collaborate with Sussex PCC to deliver specialist services jointly.

**5. Timescales**

Service	Timeframe
<p><b>A. A victim referral and assessment service, providing both practical and emotional non-specialist support</b></p>	<ul style="list-style-type: none"> <li>• Invitation to tender published June 2014</li> <li>• Deadline for submitting tender 19 August 2014</li> <li>• Contract awarded October 2014</li> <li>• Service provision commences April 2015*</li> </ul> <p>*This timeframe allows for a significant transition period, during which support services will continue to be provided by the current provider, Victim Support.</p>
<p><b>B. Specialist support 2014-15</b></p>	<ul style="list-style-type: none"> <li>• Consultation on commissioning intentions runs July and August</li> <li>• Engagement with market July 2014</li> <li>• Application process for grant making opens 1 August 2014</li> <li>• Evaluation of grant applications September 2014</li> <li>• Grants issued 1 October 2014</li> </ul>

<b>C. Specialist support and emerging specialist support 2015-2016</b>	<ul style="list-style-type: none"><li>• Appointment of provider support consultancy July 2014</li><li>• Market development, partnership and collaboration scoping September – November 2014</li><li>• Building capacity and capability October – December 2014</li><li>• Commissioning through grant making January – March 2015</li><li>• Grants issued April 2015</li></ul>
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### **6. Grant applications**

The 2014/15 grant application form will be available to download from the PCC website from 01 August 2014.

For further information:

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