

Supporting Victims and Witnesses

Reducing vulnerability, promoting equality and supporting victims

Police and Crime Commissioners (PCCs) will be responsible for the commissioning of the majority of emotional and practical support services for victims of crime from October 2014. Services must be available for those who wish to contact the police and for those who seek support but do not want the police to be involved.

For witnesses, the Witness Charter, which was updated by the Ministry of Justice (MOJ) in December 2013, sets out the standards of care a witness to a crime or incident in England and Wales may expect from each of the service providers involved in the criminal justice system (CJS). The Charter applies to all witnesses of a crime, whether supporting prosecution or defence, and to character witnesses, but not expert witnesses.

Desired outcome of commissioning activity:

- Help victims cope with the impact of crime
- Help victims recover from the harm experienced
- Support witnesses through the CJS.

What does the needs assessment say?

- Explore options with PCCs in the Eastern Region for collaborated arrangements for victims' services and victim referrals from 1 April 2015
- Continue to fund, by way of grant, current services provided by Victim Support and Norfolk PACT, as well as Leeway and Orwell Housing (included at theme 2 - domestic abuse), until 31 March 2015
- Develop a greater understanding of how the Constabulary identifies victims who are vulnerable, intimidated, persistently targeted or victims of the most serious crimes at the point that officers initially record such crimes, in order that victims receive an enhanced service in accordance with the Victims' Code
- Fund additional services, by way of grant from MOJ funding, until 31 March 2015 to meet the needs of victims
- Improve support and co-ordination for victims of hate crime and hate incidents and explore use of MOJ funding to commission additional services in accordance with need
- Develop a greater understanding of restorative approaches and, in particular, restorative justice (RJ) provided within the county and use MOJ funding to commission additional services in accordance with need
- Commission generic and specialist (e.g. domestic abuse) victim services (including



referrals) to take effect from 1 April 2015, co-commissioning with regional and/or local partners where appropriate.

- Develop a greater understanding of the needs of children in the CJS.

I will measure success based on:

- Changes made as a result of the service commissioned, e.g. have the services provided to the victims improved their circumstances and met their needs?

Evidence that the provider has met victims' needs may include:

- Providing information requested by the victim
- Providing the specific intervention requested
- Providing emotional and practical support to victims
- Comparing victims' circumstances at intake to the service with those at exit.

Theme 1: Commissioning Intentions

| Commissioning intent | How it will be commissioned | Amount | Additional information | Time frame |
|--|------------------------------------|--|--|--|
| 1.1 To provide support to victims of burglary across Norfolk on the basis of a target hardening service to 250 vulnerable victims a year, representing those that do not have the means to pay for the service and are at greater risk from re-victimisation | Grant | £25,000 | This relates to the continuation and expansion of a service currently provided by Norfolk PACT and funded by MOJ until 30 September 2014, to provide continuity of service over the year | 1 October 2014 |
| 1.2 To contribute, alongside other PCCs within the Eastern Region, towards a one-year Regional Victims' Co-ordinator post. The principal role of the post will be to develop options for regional approaches to victims' services, particularly with regards to referral processes | Grant | £10,000 | Rather than appoint a member of staff, the regional working group has appointed consultants TONIC to carry out this work. Financed from MOJ preparatory funding | Expected to begin early Summer 2014 |
| 1.3 To develop a Victims' Hub (to increase capacity and capability) for the delivery of victim-focussed restorative justice (RJ) within the county | Grant | £50,000 | Financed from MOJ preparatory funding. Final negotiations to commission Victim Support | July 2014 |
| 1.4 To provide an online Victims' Panel to inform the planning and review of victim services | Crime and Disorder Reduction Grant | £9,900 | Financed from MOJ preparatory funding. Final negotiations to commission Victim Support | Further allocation 2015-17 |
| 1.5 To deliver grants to organisations in support of Police and Crime Plan objectives and, specifically: <ul style="list-style-type: none"> Tackling domestic abuse and sexual violence Supporting victims and preventing victimisation Working with offenders to prevent re-offending and rehabilitate offenders Supporting people with mental health issues and personality disorder to | Grant | £100,000 (2013/14) £81,000 (2013/14 additional) £200,000 (2014/15) | Although included within theme 1, this commissioning intention spans across all of the four themes. The Norfolk Community Foundation administers this fund for the PCC | The 2014/15 bid round will begin in Nov 2014, with grants allocated in Feb/ Mar 2015 |
| | | | | |

Theme 1: Commissioning Intentions (continued)

| Commissioning intent | How it will be commissioned | Amount | Additional information | Time frame |
|--|-----------------------------|---------|---|---------------------------------|
| <p>1.5 cont. prevent offending and victimisation</p> <ul style="list-style-type: none"> Supporting people with alcohol and substance misuse issues to prevent offending and victimisation Working with young people to help them stay clear of crime Supporting minority communities and improving community relations | | | | |
| 1.6 Restorative justice training for foster carers leading to a reduction in young people entering the CJS | Grant | £10,000 | | To be agreed |
| 1.7 To promote the services available to victims of honour based violence | Grant | £5,000 | Financed from MOJ preparatory funding | To be agreed, before March 2015 |
| 1.8 To support the development of an integrated and co-located service for victims and vulnerable people in locations of greatest need | Grant | £25,000 | Financed from MOJ preparatory funding | To be agreed, before March 2015 |
| 1.9 Hate crime and hate incident advocates | Grant | £51,469 | From MOJ Competed Fund. Scheme will end 31 March 2015 unless further funding identified | 9-month allocation |
| 1.10 Court video link | Grant | £18,000 | From MOJ Competed Fund. Joint project with Suffolk. Total scheme cost £36,366 | |

Principal stakeholders: MOJ, Norfolk Police & Crime Panel, Norfolk Community Safety Partners, and Norfolk & Suffolk Criminal Justice Board partners