

PFCC Decision Report

Please ensure all sections below are completed

Report reference number: PCC125/17
Classification Not protectively marked
Title of report: Essex Police victims services manager
Area of County/Stakeholders affected: Countywide
Report by : Greg Myddelton
Date of report: 11 th December 2017
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1. Purpose of report

- 1.1. To seek approval for the partial funding of an extension to the existing Essex Police customer service manager to support the commencement of the new victims' support service post-April 2018.

2. Recommendations

- 2.1. Approve the expenditure of £11,322 from the 2017-18 Victims Budget to Essex Police to fund the extension of the current Essex Police customer service manager to manage the transition to the new victim support service in April 2018

3. Benefits of Proposal

- 3.1. This decision will fund the extension of the current Essex Police customer services manager role for a further six months from March 2018 - August 2018 to ensure the transition to the new Victim Support Contract for the referral, assessment and provision of non-specialist victim support. This role will ensure Essex Police and the PFCC can maximise the benefits from the new contract and implement the changes required to improve victim satisfaction and compliance with the Victims' Code of Practice.

3.2 The key benefits of the role are;

- Provide a single point of contact for Essex Police between the Force, Victim Support and the PFCC throughout the design, implementation and post implementation of the new contract.
- Support the delivery of a new model for victim contact, care and support by working effectively with Victim Support to ensure that the service

specification is maximised to its full potential to support the needs policing to put victims first.

- Ensure compliance and performance monitoring of police responsibilities within the Victims' Code
- Promote Victim Support within the Police and consider training opportunities for Essex Police officers and staff.
- Review current arrangements for the exchange of victim information between Essex Police and Victim Support and make recommendations for improvement.
- Consider opportunities and benefits of co-location and sharing of skilled specialisms.
- Work with Victim Support to achieve better sharing of victim information with victims consent. (e.g. joint needs assessment).
- Support the delivery of any required changes for victims' services with the new General Data Protection Regulations 2018

4. Background and proposal

4.1. The new Victim Support referral, assessment and non-specialist support service will commence in April 2018.

4.2. Essex Police will host the role, and contribute to 50% of the costs associated for this role. The PFCC will maintain performance and contract management responsibilities for the contract, and will work with the post-holder to ensure Essex Police. It is anticipated that the post-holder will be based at Police HQ within the Quality of Service Team but may spend 1 day per week at OPFCC in Kelvedon Park to work with the PFCC's Commissioning Support Officer.

5. Police and Crime Plan

5.1. This role will enable the PFCC to deliver against the priority in the Police and Crime Plan to place victims at the heart of the criminal justice system

6. Police Operational Implications

6.1. Essex Police will host this role and be responsible for any longer term employment issues beyond the 6-month PFCC funding period.

7. Financial Implications

7.1. The PFCC will allocate a one-off payment of £11,322 from the 2017-18 victims' commissioning budget to Essex Police.

8. Legal Implications

8.1. There are no legal implications identified.

9. Staffing and other resource implications

9.1. Any ongoing liabilities for the role after the initial 6-month period will be the responsibility of Essex Police as the hosting organisation.

10. Equality and Diversity implications

10.1. No implications

Report Approval

The report will be signed off by the OPFCC Chief Executive and Treasurer, prior to review and sign off by the PFCC / DPFCC .

Chief Executive/M.O

Sign: *[Signature]*
Print: *S. Hancock*

Date: *21/12/17*

Chief Financial Officer/Treasurer

Sign: *[Signature]*
Print: *CHALLEN R GARRETT*

Date: *21st December 2017*

Publication

Is the report for publication?

YES
NO

If 'NO', please give reasons for non-publication (state 'None' if applicable)

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If the report is not for publication, the Chief Executive will decide if and how the public can be informed of the decision.

Redaction

If the report is for publication, is redaction required:

1. Of Decision Sheet YES
NO

2. Of Appendix YES
NO N/A

If 'YES', please provide details of required redaction:

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Date redaction carried out:

Treasurer / Chief Executive Sign Off – for Redactions only

If redaction is required, Treasurer or Chief Executive are to sign off that redaction has been completed.

Sign:


Print:

Chief Executive/Treasurer

Date signed:

Decision and Final Sign Off

I agree the recommendations to this report;

Sign: 

Print: R. C. Hirst

PFCC/Deputy PFCC

Date signed: 2/12/17

I do not agree the recommendations to this report because;

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Sign:

Print:

PFCC/Deputy PFCC

Date signed: