

## Performance and Resources Scrutiny Programme 2020

Report to: The Office of the Police, Fire and Crime Commissioner for Essex

<b>Title of Report:</b>	<b>PFCC Victims Commissioning</b>
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### **1.0 Purpose of Report**

The purpose of this report is to provide an update on the PFCC Victims Commissioning programme

### **2.0 Recommendations**

The Board are asked to note the key activities highlighted within the commissioning activity that is supporting Victims.

### **3.0 Executive Summary**

The main commissioned victim services are performing well. All have demonstrated they are accessible to all victims of crime and are meeting their needs.

Focus for the upcoming year is to

- Support commissioned services to manage demand following COVID
- Continue building on partnerships and ensuring victims needs are met
- Respond to any amendments of the victim's code
- Support delivery of Sexual Abuse Strategy

#### 4.0 Introduction/Background

The PFCC has a responsibility to commission services that support victims to cope and recover from the impact of crime.

The PFCC commissions 4 main contracted support services. All support services are accessible to all and cover Southend, Essex and Thurrock.

- Synergy Essex Rape Crisis Partnership – This is a partnership of rape crisis centres that provide support to Victims of sexual abuse. Support services include Independent Sexual Violence Advisors (ISVA), community support, advocacy and counselling. This service is part funded by NHS England
- Sexual Abuse Referral Centres provided by Mountain Healthcare – This is a co-commissioned service in partnership with NHS England, Essex Police and PFCC. The SARC provides forensic examinations, supports healthcare needs and provides emotional support to victims that have been sexual assaulted. The SARC is based in Brentwood Community Hospital
- Domestic Abuse – The PFCC co-commissions domestic abuse services with Essex County Council, Southend Council and Thurrock Council. The contracted service includes Independent Domestic Abuse Advisor (IDVA), Refuge and community support. The service is provided by a partnership of providers Safe Steps, Changing Pathways and The Next Chapter
- Victim referral, assessment and support service – this service is provided by Victim Support. Victim Support provide support for all crime and provide emotional and practical support. Victim Support will signpost and refer onwards to other services for specialist support.

#### 5.0 Current Work and Performance

Synergy – Essex Rape Crisis Centre	
Number of Sexual Offences reported	4863
Number of Victims Supported	3676
Outcome - More able to consider choices and make informed decisions	90%
Outcome - More confident about personal safety	94%
Outcome - Is aware of options and resources available	97%

SARC	
Number of Victims Supported	487
Due to the nature of SARC service unable to monitor outcomes however anecdotal feedback is captured and incidents are reported to monitor the experience of victims through the SARC.	

Domestic Abuse	
Number of Domestic Abuse Incidents reported	2644 – High risk 4787 – Medium Risk
Number of Victims Supported	2848 IDVA

	253 cases in refuge 4017 Community Support
Outcome - feel better able to recognise abusive behaviour	96%
Outcome - more confident about asking for help when I need it	96%
Outcome - support networks have improved	79%

Victim Support	
Number of applicable crimes reported	140671
Number of Victims Supported	35222 referred 5891 supported
Outcome - Ability to cope	48.7% increase
Outcome - Perception of safety	54.7% increase
Outcome - Feeling Informed	36.27% increase

## 6.0 **Implications (Issues)**

All support services are performing well and inline with expected performance levels.

COVID-19 is expected to have an impact on support services and we are working with them in preparation for an increase in demand. Additional funding has been requested from Ministry of Justice Extraordinary COVID fund to support the anticipated demand.

### 6.1 **Links to Police and Crime Plan Priorities**

Victims are at the heart of the Police and Crime Plan and the commissioning programme ensures that this is upheld.

### 6.3 **Risks/Mitigation**

No significant risks identified within the commissioning programme of the core victim services. Regular performance meetings happen quarterly to manage and mitigate and new risks to the service

### 6.4 **Equality and/or Human Rights Implications**

All victims commissioned providers are open to all victims and accessible to all protected characteristics. This is something that is monitored regular and where there are trends or identified areas of vulnerability support services consider with the support of partners how to reach these cohorts.

### 6.5 **Health and Safety Implications**

None identified within the content of this report.

### 7.0 **Consultation/Engagement**

Not applicable for this report

## **8.0 Actions for Improvement**

Outcome reporting for domestic abuse services is to be standardised and regular reporting is required

## **9.0 Future Work/Development and Expected Outcome**

Support Covid-19 recovery which includes management of anticipated increase in demand and increased complexity of victim need.

All victims commissioned services are within contract term and therefore the focus is to build on partnerships and work with all providers to ensure Victims are receiving the highest level of service that meets their needs

Support activity in response to the Sexual Abuse Strategy and the Thurrock Sexual Abuse joint strategic needs assessment.

The PFCC is awaiting a new revision of the Victims Code. We will respond to any amendments ensuring compliance through commissioned services and the Victim Witness Action Team (a subgroup of Essex Criminal Justice Board)