

FULL EQUALITY IMPACT ASSESSMENT FORM
Appendix A

Area of Assessment:	Service provided by 'Victim Support'
Date of Assessment:	3 November 2020
Owner:	Kirsty Smith
New or existing policy/function:	Contract extension
Stage 1 – Detail of policy, function, project or proposal	
Briefly describe the aims, objectives and outcomes of the policy/function	
<p>Services from 'Victim Support' are commissioned by the PFCC to provide emotional and practical support to victims who have been impacted by a crime to help them to cope and recover. In 2018 Victim Support were awarded a three-year contract by the PFCC with the option to extend further with the agreement of both parties.</p> <p>The initial three-year term expires 31st March 2021. It is proposed that this contract is extended by an additional year to continue to provide support to victims of crime.</p>	
What policies/procedures/functions are relevant to this area?	
Policies that are relevant are commissioning strategy, the financial regulations and the Police and Crime Plan.	
Stage 2 – Consider the Evidence	
Which individuals and organisations are likely to be affected by the policy/function and in what way?	
Victim Support are the key organisation and victims of crime are the key individuals impacted by this decision. Victim Support are the contracted provider who provide support to victims who have been impacted by crime across Essex.	
What relevant quantitative data has been considered?	
<p>We have considered the data relating to services provided by Victim Support over the last three years.</p> <p>Victim Support have demonstrated that they are providing an accessible and high-quality service for victims in Essex. They have contacted over 77,132 victims of crime to offer support and have provided emotional and practical support to 13,670 victims.</p>	

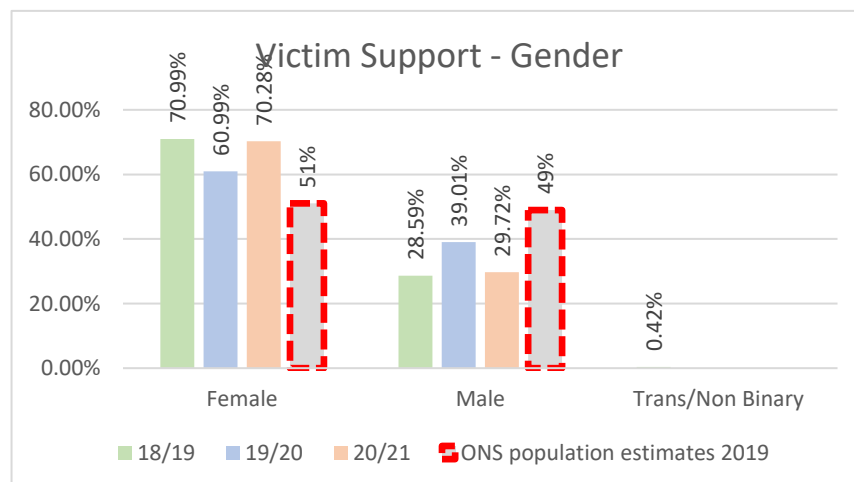
- Victim Support have significantly increased the number of victims successfully contacted.

	Conversion rate			
	Q4 2017-18	Q4 2018-19	Q4 2019-20	Trendline
Percentage of victims who were successfully contacted against the number of victims identified as eligible for the service	9.35	17.22	21.34	
Percentage of victims who required support against the number that were successfully contacted	18.44	40.51	33.35	

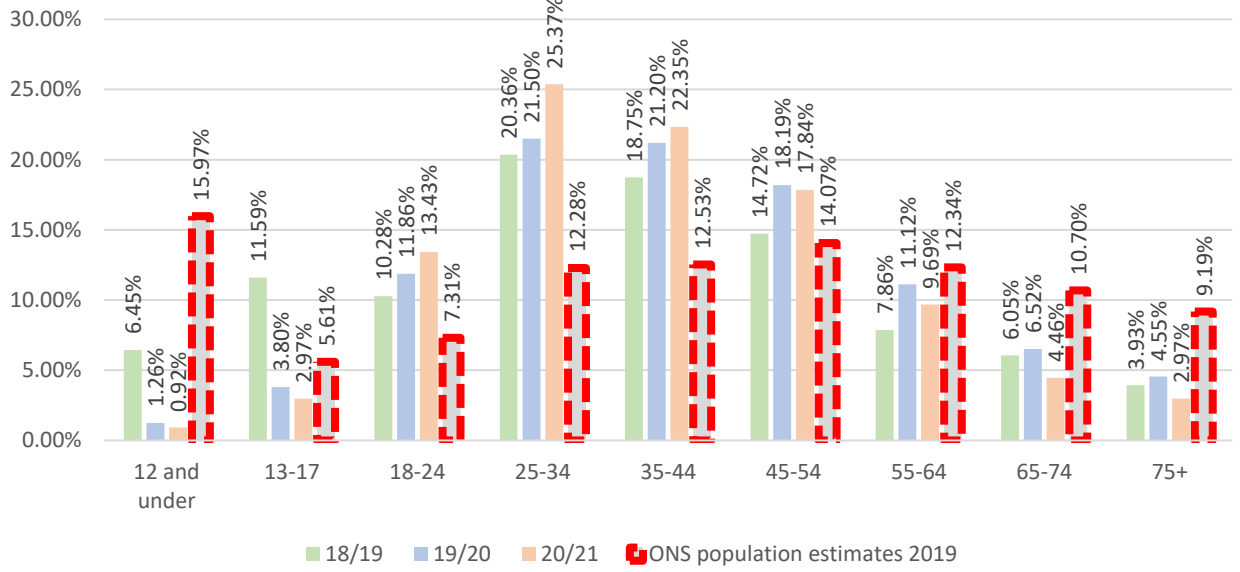
- Consistently over 90% of victims report that they are satisfied with the service provided. Anecdotally where a victim is dissatisfied it is about services that are outside of Victim Support including mental health and housing.
- With the support of Victim Support victims demonstrate a positive outcome following exiting of the service

Outcomes: Percentage difference increase of victims reporting improvements for Victim Support service	2017-18	2018-19	2019-20	Trendline
Outcome - Ability to cope	not reported	66	70	
Outcome - Perception of safety	44	65	73	
Outcome - Feeling Informed	36	64	51	

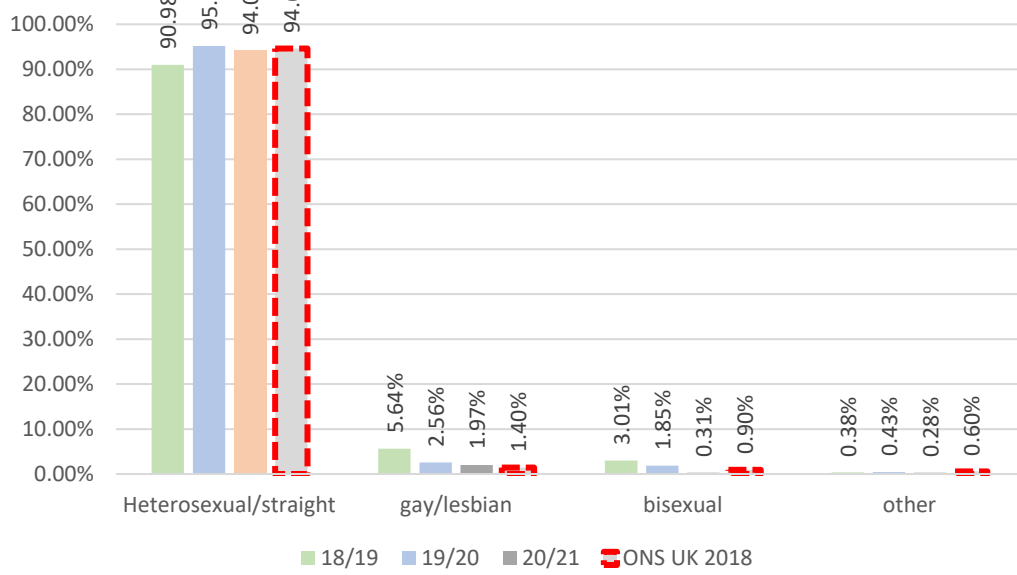
Victim Support also capture demographic data which is monitored to ensure that the services are accessible and available to all.

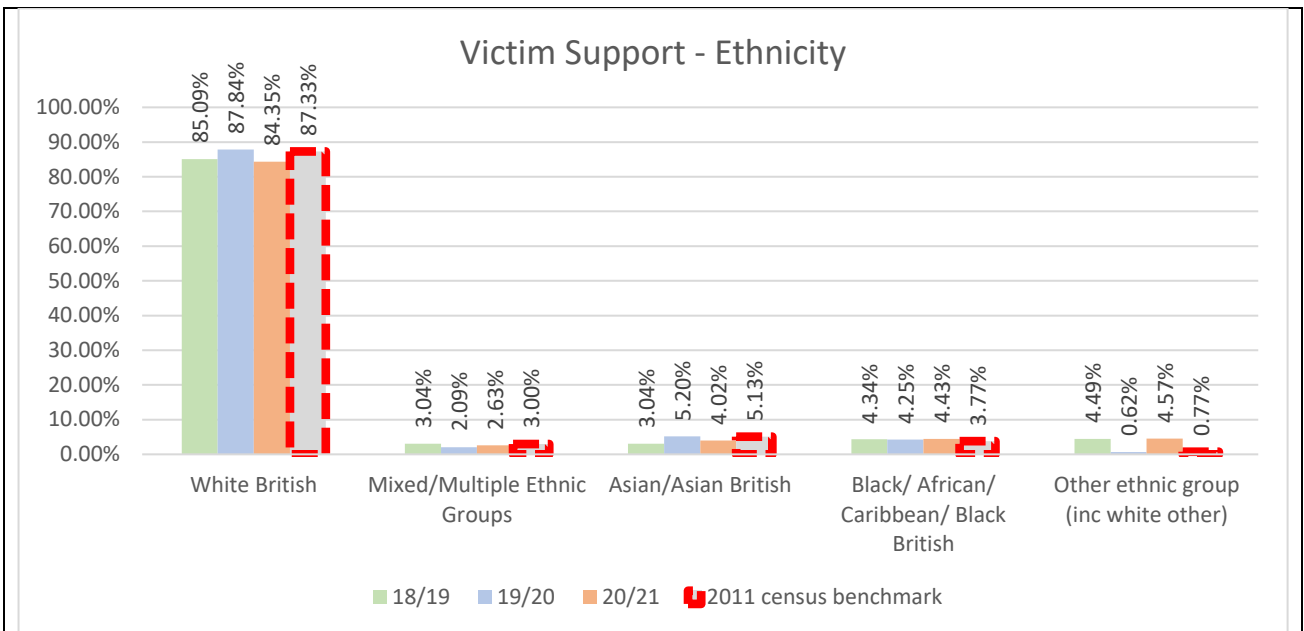


Victim Support - Age



Victim Support - Sexual Orientation





What relevant qualitative data has been considered?

Consistently over 90% of victims report that they are satisfied with the service provided. Anecdotally where a victim is dissatisfied it is about services that are outside of Victim Support including mental health and housing.

Has the function/policy been subject to consultation? If no, why not? If yes, which individuals and organisations were consulted and what form did consultation take?

There has been no external consultation. It is the plan to extend this contract for one year in order to allow the PFCC time to conduct a thorough victims needs assessment to understand future needs of victims across Essex. This is inline with the extended Police and Crime Plan.

Were any gaps in information identified? If so, what consideration has been given to commissioning work where required?

The data shows that there is still work to be done encouraging male victims of crime to seek support and to capture further data on victims with particular sexual orientation to ensure that services are meeting the need of this cohort. The current Victim Support commissioning model includes a community worker who can be tasked to review and responded to underrepresented cohorts.

We are currently looking into assessing the use of the services by minority groups and once we have been able to identify benchmark information, we will take this work forward.

Stage 3- Assessment of impact			
	Yes/No	Comments and evidence where appropriate	
Potential for differential/ adverse impact based on analysis of data and information	Race	Y	<p>Victim Support services are accessible to all. In order to ensure they are meeting needs of all individual's demographic data is captured identified in the graphs above. Victim Support have a positive impact on the cohorts of individuals and is generally representative of the population of Essex.</p> <p>The above data shows that there is a higher proportionate of females being supported than males. Victim Support provide support to victims who have experienced any crime, however the most predominant crime seen is domestic abuse. This crime type is largely a female based crime and we would therefore expect a higher ratio of females. Regardless of this there is a recognition that there is an underrepresentation of males seeking support.</p> <p>Sexual orientation is captured by Victim Support but is optional for the individual to share this information. Circa 90% of victims do not provide this data. Therefore, another area of focus is to ensure that the services are meeting the need of individuals with different sexual orientation</p> <p>Pregnancy and maternity, marriage and civil partnership and religion or belief are not captured by the support services as it is deemed not proportionate information to capture and hold.</p>
	Disability (Including physical, sensory and mental health)	Y	
	Gender reassignment	Y	
	Age	Y	
	Religion or belief	None of which we are aware	
	Sexual orientation	Y	
	Pregnancy and maternity	None of which we are aware	
	Marriage and civil partnership	None of which we are aware	
	Sex	Y	

Stage 4 – Deciding the way forward

If potential for differential/adverse impact remains explain why implementation is justifiable in order to meet the wider policy aims.

There are no clearly identifiable adverse impacts on those individuals with protected characteristics.

There are areas of improvement that have been identified to ensure the service provided is proportionate to the population of Essex.

Summarise any changes made to the policy to reduce or remove the potential for differential/adverse impact

No changes in policy, however as we go forward, we are looking at opportunities to improve the data captured. The extension of the contract will provide consistency for Victim Support to provide a service. The current commissioned service includes a community worker whose role is to raise awareness of support services engaging local underrepresented communities. The data above will be used to drive the community workers objectives.

If the function/policy is to be abandoned, please explain why and how the implications will be managed

Not applicable as we do not intend to abandon this service.

Describe how the function/policy promotes good relations

Continuation of the Victim Support service will

- Enable victims impacted by crime to cope and recover
- Ensure the services is accessible and available to all
- Dismantling barriers to seek support
- Ensure victims are satisfied with the support provided
- Helps to support the delivery of the Police and Crime Plan

Stage 5 - Monitoring Arrangements

Describe how the function/policy is (or will be) monitored

Quarterly performance reviews are conducted with the provider where performance is monitored by Essex PFCC and Essex Police. On a 6 monthly basis full demographic data

is provided to review how proportionately the service is supporting different cohorts of victims.



Have the assessment outcomes been fed back to those consulted?

Impact assessed by:	Kirsty Smith	Date:	03/11/2020
Approved by (owner):	Janet Perry	Date:	11/11/2020