

COMMISSIONING INTENTIONS:



SUPPORTING VICTIMS & WITNESSES TO COPE, RECOVER & THRIVE

Version	Date	Changes	Author
0.1	16/08/16	First draft	VM
0.2	17/08/16	Final	PB
0.3	01/02/17	Refresh after consultation	VM

Background

The Office of Northamptonshire Police and Crime Commissioner assumed the statutory responsibilities for commissioning support for Victims and Witnesses of Crime in October 2014. Voice the Victim and Witness Service for Northamptonshire was developed as a result.

Two years on from the original model development the OPCC must consider the re-commissioning of victim and witness services under the current Voice arrangement.

This document outlines the OPCC's commissioning intentions for Victim and Witnesses within Northamptonshire.

Vision

To ensure every victim and witness is provided with the support they need to cope, recover and thrive.

Strategic Objectives

- Victims and witnesses are involved in the review, design and delivery of support services.

- More victims have awareness and access to support that helps them to cope, recover and thrive, with continuous improvement built into the services provided
- Support is provided to meet individual needs wherever possible
- Victims confidence in the system is improved
- Ensure that from a victim's perspective the system is designed to be seamless getting the right services at the right time no matter which organisation provides it

Outcomes/Benefits

- Increase in victim awareness of services available to them (measured through victim surveying programme)
- Increase in number of victims receiving support (measured through number of referrals from all sources (police, other agencies and self-referrals)
- Improved victim satisfaction with services (measured through victim satisfaction surveys)

Scope

- Re-commissioning of Voice services to simplify the arrangements within a 'GP' model of support services. This will occur by late 2017 bringing together the existing Restorative Solutions, Victim Support, Road Harm contracts and PR/Engagement Contracts.
- Bring services for Children and Young People in to this arrangement by April 2019.
- Consider the inclusion of ISVA's / Sunflower Centre (IDVA) / MARAC services to fit within the wider safeguarding and Voice pathways.
- Build greater join up across other providers so that the discrete services provide a consistent system for the victim. This will be an on-going and iterative process.
- Develop an audit process from report to receiving support for victims
- Greater awareness of Voice services with the public, Force staff and key stakeholders by integrating the contract arrangements for PR and engagement.

Commissioning Intentions until 2020

Stage 1 – to be implemented by 1st October 2017

- To establish a fully integrated in house Voice Victim and Witness Hub delivering the following functions:
 - Triage and Need Assessment of all Crime, ASB and Fire victims and witnesses
 - Practical and emotional support to victims and witnesses
 - Access to the new Voice Trauma Service

Integration of Restorative Justice Services

Communication, engagement and public relations for the Voice Victim and Witness Hub and new Voice Trauma service

- The establishment of a new Voice Trauma Service to enable access to counselling and specialist therapeutic support via the Voice Victim and Witness Hub. The service will be tendered for in late Spring 2017.
- Interim arrangements for the continuation of Independent Sexual Violence Advisors in the county from July 2017.

Stage 2 – By April 2018

- A new sustainable model for Violence Against Women and Girls Services in the county. Enabling the delivery of the following services:
 - Domestic Abuse including IDVA
 - Sexual Violence Services both current and historical including ISVA
 - VAWG Preventative Services – covering FGM, CSE and HBA
 - Support for Men and Boys also to be included as required

Stage 3 – By April 2019

- Integration of Voice Children and Young People's Service to the Voice Victim and Witness Hub.