



Association of  
Police and Crime  
Commissioners



# PCCs MAKING A DIFFERENCE VICTIMS IN FOCUS

Making sure victims' voices are heard and they remain at the heart of the criminal justice system



# VICTIMS IN FOCUS

FOREWORD FROM APCC VICTIMS LEADS:  
**DONNA JONES AND SOPHIE LINDEN**



**DONNA JONES**  
PCC for Hampshire



**SOPHIE LINDEN**  
Deputy Mayor for Policing  
and Crime in London

Victims' advocacy is at the heart of everything Police and Crime Commissioners (PCCs) do. By commissioning essential services, they are supporting victims in their journey to recovery.

They also have an integral role in listening to victims' voices and advocating for them both locally and nationally, including through the delivery of local Violence Against Women and Girls (VAWG) action plans. The APCC's 'Victims In Focus' report highlights the innovative work that PCCs have implemented to develop practices which support victims, demonstrating our commitment and collaborative approach to tackling some of the most harmful and traumatic crimes.

The Government's commitment to multi-year funding is extremely welcome and allows for a more sustainable approach. This In Focus report sets out how PCCs are putting this resource to use and really making a difference to some of the most vulnerable in our communities.

Finally, our work must always come back to those most impacted and that is victims of crime. We have drawn out how PCCs are listening to victims and amplifying their voices.

We know there is always more we can do which is why we continue to push for increased funding and look forward to the introduction of the **VICTIMS' BILL** which will place the rights of victims in the **VICTIMS CODE** into law.

Read on to find out how PCCs are advocating for victims; developing innovative services for victims; and using multi-year funding to fund quality services for victims.

# CONTENT

## PCCs ADVOCATING FOR VICTIMS

PCCs ensure victims are placed at the heart of decision-making through ensuring their voices are heard and advocating for their rights. PCCs engage with the public in a variety of ways in developing the priorities for their police and crime plans but the following examples demonstrate how they are going further by listening to the views of victims and amplifying them in our commissioning processes, in order to deliver an effective local service.

## PCCs DEVELOPING INNOVATIVE SERVICES FOR VICTIMS

PCCs are at the forefront of developing unique and innovative approaches to victims' support services and making positive impacts in their communities. They are working collaboratively with partners and listening to victims' voices to develop approaches that are effective in delivering interventions that support victims to recover from the devastating impacts of crime.

## PCCs USING MULTI-YEAR FUNDING TO FUND QUALITY SERVICES FOR VICTIMS

PCCs commission quality victim-support services across England and Wales. Securing multi-year funding means PCCs can develop longer-term, sustainable approaches to support services, including new innovations.



# PCCs ADVOCATING FOR VICTIMS

PCCs ensure victims are placed at the heart of decision-making through ensuring their voices are heard and advocating for their rights. PCCs engage with the public in a variety of ways in developing the priorities for their police and crime plans but the following examples demonstrate how they are going further by listening to the views of victims and amplifying them in our commissioning processes, in order to deliver an effective local service.

# PCCs ADVOCATING FOR VICTIMS

## DURHAM PCC

The PCC for Durham, Joy Allen, has appointed three Victims' Champions, one each for Crime, Domestic Abuse and Anti-Social Behaviour. The Victims' Champion (Crime) engages with victims to learn of their 'lived experience' through their criminal justice 'journey'. Emerging themes, with case studies and further research, inform policy, planning and the commissioning of services for victims.

### EXAMPLES OF CURRENT RESEARCH INCLUDE:

- The difficulties of successfully progressing through the Criminal Justice System for victims with a cognitive impairment.
- The re-traumatising of victims of rape and serious sexual offences due to initial over-listing and repeated re-listing of cases.
- The difficulties encountered in getting to, and being at court, such as transport, childcare and the up-front financial costs.



Victims of crime can often feel they have been victims of the criminal justice process too. The optics of an effective system need to be through the 'eyes' of victims rather than the 'efficiency-lens' of the agencies involved. Both Durham Constabulary and the Office of Durham's Police and Crime Commissioner have written '**Victim Impact Assessments**' into their respective Governance Statements, to ensure key decisions are assessed for their potential impact on victims. This is something Durham's PCC would like other criminal justice agencies to adopt.

**Mrs Allen** said: "Victims of crime repeatedly tell us the reason they want to share their 'lived experience' is for something good to come out of something bad that happened to them. I am committed to my promise to put the victim at the heart of all we do".

# PCCs ADVOCATING FOR VICTIMS

## CLEVELAND PCC

Cleveland PCC, Steve Turner, has taken a new approach to reaching hidden victims of domestic abuse from ethnically diverse communities.

Mr Turner already funds a range of specialist services but wanted to make sure every victim in Cleveland could access them.

The result was **Bridging the Gap**, which allowed groups from ethnically diverse communities to bid for a total of £30,000 funding to support projects aimed at widening access to victims' services.

The groups' knowledge and expertise around the linguistic and cultural barriers faced by community members will "bridge the gap" between their communities and mainstream services.



READ THE BRIDGING THE GAP PRESS RELEASE



This meant projects were developed by and for specific ethnically diverse communities. Funded projects ranged from an **Afghan Women's group** running training sessions in community language Pashto, to an **African women's organisation** using online content to raise awareness of support services.

**Locardia Chidanyika, Founder of African women's organisation Women Today North East**, said: "I feel online support goes way further than face-to-face. It's free and our ladies can use it to tell a friend, who can then tell someone else."

**Mr Turner** said: "From our discussions with ethnically diverse communities, we understand that many of them face additional barriers to seeking help for domestic abuse. We want to make sure those services are as inclusive and accessible to everyone as possible."

# PCCs ADVOCATING FOR VICTIMS

## HERTFORDSHIRE PCC

In Hertfordshire PCC David Lloyd has commissioned a **support service** for families where **child-on-parent violence or abuse** has occurred.

Prior to the creation of the **BEACON FAMILY HUB**, victim services were only able to support the adults, with limited help to the child or young person. But the main need parents identified was support for the **instigator of the behaviour**.

A £123,000 Ministry of Justice Grant was secured in August 2021 to fund two workers for two years to provide group parent programmes, one-to-one support for children and parents, and restorative interventions for the whole family.

It supports households where someone aged under 18 is exhibiting abusive behaviour that is controlling or intimidating to others. Help given includes emotional support, safety planning, anger management, understanding emotions plus triggers and responses.



VIEW SOME  
PRESS COVERAGE



WATCH THE BEACON HOW WE CAN HELP VIDEO

**Evidence from similar schemes has shown early prevention with a family is likely to reduce the long-term impact on social care and the criminal justice system.**

**Mr Lloyd** said: *“A common belief is that domestic abuse is a male against an intimate female partner, but there are often other family members who are victims who don’t think they are entitled to help. This initiative is another way in which help is offered to those living in fear.”*

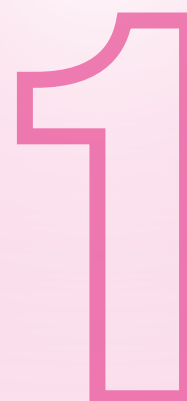
**Beacon’s Head of Service Rebecca Bayley** said: *“In child-on-parent violence, it’s not enough to just support the parents when their primary concern is usually their child. Restorative approaches and early intervention are essential.”*

# PCCs ADVOCATING FOR VICTIMS

## SUSSEX PCC

Sussex PCC Katy Bourne OBE says victims must be heard and must have a voice in shaping the services we can provide for them. She said: *“We must absolutely listen to victims, make sure they’re not dismissed or overlooked and fully understand the depth of the emotional turmoil they face. What they have to say must inform how we all move forward.”*

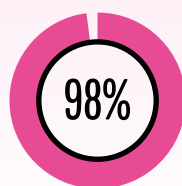
Consequently, PCC Bourne financially supports Veritas Justice - one of the only dedicated stalking advocacy services in the country - to provide specialist support, help and advice to all victims of stalking across Sussex.



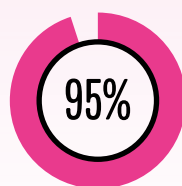
**WE TAKE STALKING SERIOUSLY IN SUSSEX**

**VERITAS JUSTICE: STALKING ADVOCACY AND ADVICE SERVICES**

**AROUND 2,000 PEOPLE WERE REFERRED TO VERITAS OVER THE LAST YEAR, WITH THE SERVICE PROVIDING ADVICE AND SUPPORT TO HALF OF THOSE:**



**OF THOSE RECEIVING SUPPORT SAID IT HAD MADE A POSITIVE DIFFERENCE**



**SAID THEY FELT SAFER**

With funding secured by PCC Katy Bourne from the Home Office’s Safer Streets Fund, Veritas were awarded monies to provide free stalking awareness training to frontline officers, CPS and Magistrates.



**Claudia Ortiz, Director of Veritas Justice** said: *“We have been extraordinarily lucky to have the Sussex PCC’s support in driving and developing a response to all stalking victims across Sussex.*

*“With her incredible passion, she has taken this work much further than a local service and Sussex should be proud to have developed some really good practice nationally as well”*

PCC Bourne has also funded a **ground-breaking multi-agency Stalking Clinic** which brings together partners from: the Crown Prosecution Service; police; cyber specialists; housing; mental health support staff; stalking advocates; Probation Service; and Interventions Alliance staff working on the stalking intervention programme.



**KATY BOURNE OBE**  
 PCC for Sussex



# PCCs ADVOCATING FOR VICTIMS

## MAYOR'S OFFICE FOR POLICING AND CRIME

In London, **Mayor Sadiq Khan** and **Deputy Mayor for Policing and Crime, Sophie Linden**, continue to put victims at the heart of their work.

The Mayor's Office for Policing and Crime (MOPAC) commissions support services for all victims of crime, such as the **LONDON VICTIM AND WITNESS SERVICE** - a service which was designed following **months of engagement with victims**. Record amounts of resource have also been invested in supporting the most vulnerable through innovative services like the **SURVIVORS GATEWAY**, a hub for sexual violence support services.

The **MOPAC Evidence & Insight team** conduct **victim-centred research which has shaped the national government response to victims**. This includes, working with London's Victims Commissioner on two high profile reviews of rape investigations, which directly informed the development of **OPERATION SOTERIA**: a transformation programme for improving rape investigations, which was developed by MOPAC, and which has now been adopted and rolled out nationally by the Home Office.

MOPAC also runs the **User Satisfaction Survey** which is one of the biggest victim surveys in the country, speaking to just under 10,000 victims a year.



VICTIMS COMMISSIONER,  
CLAIRE WAXMAN OBE

London also benefits from the work of independent **Victims Commissioner, Claire Waxman OBE**, who is an active voice advocating for the rights of victims across the capital. She has worked tirelessly; meeting with victims, lobbying for change and publishing in-depth reviews highlighting shortcomings in the experience of victims. Her review of compliance with the Code of Practice for Victims of Crime influenced the national government's review of the Code.

# PCCs ADVOCATING FOR VICTIMS

## MERSEYSIDE PCC

Putting victims' voices at the heart of her work is critical to **Merseyside's PCC, Emily Spurrell**.

This has been particularly crucial as she works to develop a **pan-Merseyside delivery plan for tackling Violence against Women and Girls (VAWG)**. To inform this key document, a series of **lived experience focus groups** have been held with women across Merseyside.

Hosted in independent, safe, and confidential environments, these sessions gave women from the across the region the opportunity to share their views and experiences of the police and criminal justice process, where they think the system works well and where there are issues or blockages, as well as the support currently on offer across the region.

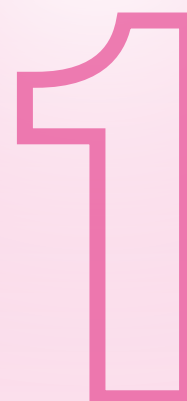


Building on these lived-experience focus groups, the PCC then hosted a **region-wide summit** at which more than 80 knowledgeable and passionate professionals working directly with victims and survivors of VAWG were brought together to share their expertise, identify best practice and help drive this work forward.

The feedback from this extensive consultation process is now being used to inform a series of **survivor-led actions** which will be laid out in draft delivery plan which once again will be circulated to partners, ensuring buy-in and support from across the region.

The final document is set to be unveiled ahead of **INTERNATIONAL DAY FOR THE ELIMINATION OF VAWG** on November 25th and will be used to drive improvements in the response to VAWG across the region over the next three years, championed and overseen by the PCC.

# PCCs ADVOCATING FOR VICTIMS




## WEST MIDLANDS PCC

**West Midlands Victims' Commissioner Nicky Brennan** has made it her top priority to listen and amplify the voice of victims. She recently published two domestic abuse cost-of-living surveys: one to hear directly from female victims of domestic abuse and the other to hear from service providers. The results have been staggering. Almost 100 respondents painted a painful picture of how the cost-of-living crisis is trapping women with their abusers. This survey will be handed into the Government in November by Nicky and Shadow Minister for Domestic Violence Jess Phillips MP.

**Miss Brennan** said: *“The first-hand accounts from victims reduced me to tears. We have women who cannot get access to money to leave their abusers - and the situation is only getting worse. One woman reported she doesn't even know if anyone is aware she is alive. Another is unable to even walk to a bus stop to escape. The cost-of-living crisis is making things so much worse for these women. I speak to victims on a day-to-day basis - I need to know the reality of the situation to make a difference.”*

### Cost of living crisis having major impact on female victims of abuse

NEWS | 06 SEPTEMBER 2022 | 



**READ MORE:  
 COST OF LIVING CRISIS  
 HAVING MAJOR IMPACT ON  
 FEMALE VICTIMS OF ABUSE**

In addition, the **Voice of the Victim Forum** is a meeting of specialist support agencies and criminal justice services specific to sexual assault and abuse crimes. This group was set up as a social enterprise project by PriceWaterhouseCoopers and West Midlands Police in 2021/22 and meets quarterly to focus on how to change policy/process within organisations using survivor voices to implement change.

# PCCs ADVOCATING FOR VICTIMS

## HAMPSHIRE PCC

Hampshire and Isle of Wight PCC, Donna Jones launched a call for evidence survey in April 2022 to better understand Violence Against Women and Girls (VAWG).

PCC Donna Jones already funds a wide range of specialist services that support victims of domestic abuse and sexual assault, as well as perpetrator programmes that seek to harness long-term solutions. However, to better understand the full scope of VAWG across the two counties, the **CONSULTATION WAS LAUNCHED** to further inform the commissioner on how to make women and girls not only feel safe but be safer.



Having received almost **2000 responses**, the **PCC's Performance and Research Team** are now **conducting focus groups** with respondents who volunteered to share their lived-experiences.

Almost all participants have told us they take steps to keep themselves safe on a daily basis.

**We also heard from victims and survivors about how complex the VAWG victim journey is:**

*"I felt like a fraud being in refuges where women had been physically beaten. One day a support worker was able to show me this [the abusers'] behaviour was not normal - it was only then I was able to recognise that this was abuse. At the time, this wasn't perceived as a crime." (DA survivor with experience of more than seven years of verbal abuse and coercive control).*

The hope is by listening and bringing these authentic stories to life, they will help shape future services, projects and campaigns to make a real impact on women's safety at home, work and school.

# PCCs ADVOCATING FOR VICTIMS



## DYFED-POWYS PCC

Established in October 2020, the Dyfed-Powys **VICTIM ENGAGEMENT FORUM** enables **PCC Dafydd Llywelyn** to work with criminal justice partners to **ensure victims' voices influence the scrutiny of service provision to victims.**

Over the last year, Forum members worked with the PCC to **produce a video on victims' experience and journey**, which has been **incorporated into Dyfed-Powys Police's training.**

Members were interviewed about their experiences with police, providing feedback on what went well and what did not go well. They also gave advice to officers dealing with a similar case to theirs and explained how their experience affects their future interactions with the Force. The interviews were edited into one **video**, incorporated into Dyfed-Powys Police's training package.



**Mr Llywelyn** said: *"I am proud to present the victims' video to Dyfed-Powys Police's Learning and Development Department and am grateful to the individuals who shared their experiences.*

**"This video will help ensure officers and staff acquire a real-life perspective of victims' views of the policing service."**

**Superintendent Craig Templeton, Head of Learning and Development,** said: *"The video is such a vital and impactful resource for us to have. It's important new and existing officers and staff hear about victims' experiences from victims themselves."*

**A Forum member** said: *"I am very pleased I've done this, if it can help others. I realise there are things that only someone who has been through this type of crime can reveal to help others identify it."*

*"I struggle sometimes with voicing my thoughts and feelings especially in front of others, but this whole process is helping. I have improved no end, after this project, seeing just how far I have come."*

# PCCs ADVOCATING FOR VICTIMS

## CUMBRIA PCC

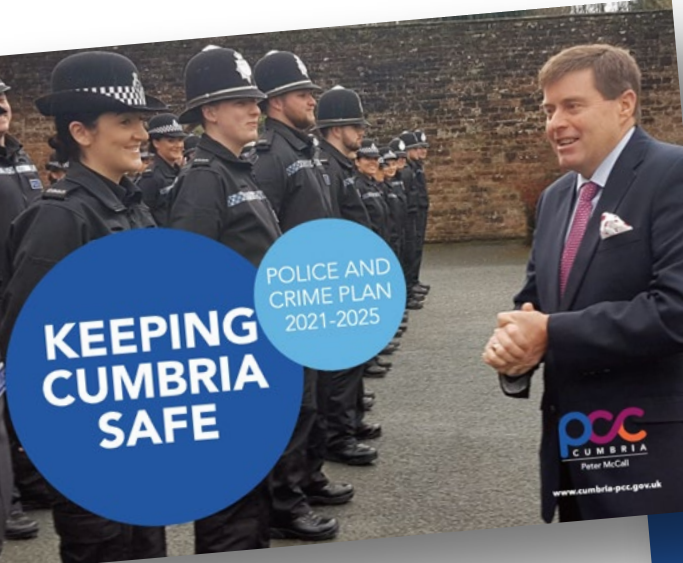
**Peter McCall, Cumbria's PCC, has launched a new Victims' Quality Champion role to further meet the needs of victims of crime.**

The PCC commissions victims' services across the county, that help people cope and recover following a crime. He is committed to ensuring that victims receive a high-quality service.

The new Victims' Quality Champion will **focus on victim satisfaction** in relation to the **VICTIM'S CODE OF PRACTICE** and the **support received after a crime**. Under the draft **VICTIMS' BILL**, PCCs would gain new roles in relation to monitoring compliance of criminal justice agencies and the **Victims Quality Champion** will help bring a focus on the lived-experience of victims. The role will also involve quality assurance of services commissioned by the PCC.

**Mr McCall** said: *"In addition to focusing on victim services satisfaction, the Victims Quality Champion helps to co-ordinate the new independent Violence Against Women and Girls Scrutiny Panel, which provides a victim-focused review of various anonymised police cases. They also capture lived experience from partner agencies to understand the needs and satisfaction of victims.*

*"I want to make sure that future commissioning of victims' services is informed by an understanding and respect for victims' needs and lived experience. Find out more in my **POLICE AND CRIME PLAN**."*



**KEEPING CUMBRIA SAFE**  
 POLICE AND CRIME PLAN 2021-2025

**HOW WE WILL WORK**

**COMMISSIONING AND FUNDING**

I will provide the following revenue to the Police to deliver the policing set out in this Plan. The figures below show the amount of funding currently planned to be provided from the Commissioner to the Chief Constable for policing between 2021 and 2025. 2021-22 figures reflect the latest year's budget. Future budgets may change and depend on the amount of Home Office Police Grants given to Cumbria.

	2021-2022	2022-2023	2023-2024	2024-2025
Police Officers Pay	97,198,188	97,377,231	97,558,627	97,637,439
Police Staff Pay	27,181,018	29,072,912	30,228,676	31,026,893
Non-Pay Costs	17,919,671	18,568,009	17,590,381	17,962,245

**MONITORING THE PLAN**

I will use a number of ways to check on how Cumbria Police is performing. These include:

- Regular meetings with the Chief Constable to discuss current issues and areas for improvement.
- Six monthly updates from the Police on areas being police operational and other areas and a focus on themes such as: Public Safety, Public Protection, Public Accountability, Customer.
- Working partners and getting assurance on areas of work of public interest, such as investment in information technology and diversity in the police workforce.
- Working with partners to understand what is not working well.
- Meetings with the Mayor, a representative of Communities and the Fire and Rescue Service after their responses to the Police after their responses to the Police need to improve.
- Review by our Internal Audit and external bodies such as the Crime Commission, the Home Office, the National Audit of Public Administration and the Freedom of Information Commission.

**POLICING AND CRIME OBJECTIVES**

- 2 A VISIBLE AND EFFECTIVE POLICE PRESENCE
- 3 A FOCUS ON VICTIMS
- 4 PREVENTING OFFENDING AND REDUCING REOFFENDING
- 5 BE THE VOICE OF THE PUBLIC ON POLICING MATTERS
- 6 ENSURING THE POLICE ARE AT THE FOREFRONT OF THE RESPONSE
- 7 INTEGRATING BLUE LIGHT SERVICES

**POLICING AND CRIME OBJECTIVES**

The section of the Plan sets out the main areas of work for each objective. My role will be to listen to the issues which concern local people and to co-ordinate and drive the many areas of work which can only be achieved by agencies working together. My office will work with the Police, local communities and a range of public, private and community organisations to develop and commission projects and services set out in this Plan. I will also ask the Chief Constable to focus on the policing objectives in this Plan and hold them to account for their delivery.

# PCCs ADVOCATING FOR VICTIMS

## SURREY PCC

The **Office of the Police and Crime Commissioner for Surrey** has worked alongside domestic abuse survivors and 'by and for' services to lead a new approach to free adults and children from harm.

The model advocates the action child and adult survivors need from all services there to protect them: **They want action to be collaborative, done 'with' them, not 'to' them.** They need to be partnered with, to build trust, help them heal and gain a sense of agency back - not further erode power and choice already taken by the abuser. They want only safe interventions, which reduce the risk and harm for them. These must hold the perpetrator to account and promote behaviour change.

This new approach is called the **Surrey Gold Standard Coercive and Controlling Behaviour Framework**. It's based upon '**SAFE & TOGETHER**'™ principles and critical components. These help everyone work better together and reach consensus. Research from experts, including Dr Jane Monkton Smith and Dr Emma Katz, was used by the Commissioner's Office. This evidenced how the Framework could prevent future deaths in Surrey.

**Sara Barrington, Interim Associate Director of Surrey Wide Safeguarding NHS Surrey Heartlands**, said: *"The clear identification of risk to life through the Homicide and Suicide Timelines is very impactful. It is imperative NHS providers understand this, enabling them to work collaboratively with our partners to make the links during acute mental health and emergency department presentations and across all areas of a survivor's journey"*.

**SURREY  
HEARTLANDS**  
Health and Care Partnership



# PCCs ADVOCATING FOR VICTIMS

## WARWICKSHIRE PCC

Warwickshire PCC Philip Seccombe reflects the need to put victims at the heart of the criminal justice system in his Police and Crime Plan, while also **chairing the Warwickshire Criminal Justice Board** to give strong and well-defined strategic direction.

On a more tactical level, the **Warwickshire Victim and Witness Forum** has been established to help **showcase the victim's perspective and ensure that problems can be quickly resolved**. Chaired by the Office of the Police and Crime Commissioner's Victims' Lead, the forum brings together the criminal justice agencies with representatives of victim support services commissioned by Mr Seccombe. These include those working with vulnerable victims, such as those suffering domestic abuse and sexual assault.



The **forum provides an effective trouble-shooting mechanism which ensures best practice is identified and shared but, more importantly, that any service failures or difficulties are swiftly identified**. This way remedies can be applied in a constructive and supportive manner in the best interests of all victims.

**Mr Seccombe** said: *"The Victim and Witness Forum has proved to be the 'oil behind the wheels' in helping us drive forward victim advocacy within Warwickshire. As well as a thriving discussion and debating arena, it has helped to reinforce the need for partnership working to ensure victims and witnesses are truly established at the heart of the criminal justice system."*



# PCCs ADVOCATING FOR VICTIMS

## NORTH WALES PCC

In February 2022, **North Wales PCC Andy Dunbobbin** set out the first stage of his blueprint to establish a **new Victims' Panel** by launching a survey for victims to **better understand survivors' experiences** to identify ways of improving the response to victims in the future.

The package of work was undertaken with a third-party agency, with the overall findings of the project published in a report in May 2022. The report brought forward a greater understanding of the victim experience, **identified the areas of demand** in support services in North Wales and ultimately provided a **set of actions to guide the Commissioner** in his future work in supporting victims.

Work has since started to establish the Victims' Panel, including discussions with justice services, as well as mapping out the current level of victim engagement across existing processes and how North Wales Police (NWP) conducts its victims' surveys, to avoid duplication.



**Mr Dunbobbin** said: *“In our efforts to address the other recommendations in the report, my office has liaised with NWP on plans to strengthen information and signposting available to victims on the Force’s website, as well as providing appropriate signposting to services.”*

# PCCs ADVOCATING FOR VICTIMS



## DEVON AND CORNWALL PCC

Commissioning victim care services is a key responsibility for the **PCC for Devon, Cornwall and the Isles of Scilly, Alison Hernandez.**

A **new strategic delivery partnership with Victim Support** was launched in 2021 and has been working to put victim's needs at the centre of service commissioning and using their experiences of the criminal justice system to make improvements.

**Alison Hernandez** said: *“This innovative 10-year contract will help ensure everyone, whether or not a direct victim of crime, has round-the-clock access to high-quality, victim-led support, while helping build a sustainable future for voluntary and charitable organisations.”*

When Plymouth was rocked, last year, by a **devastating mass shooting**, the PCC, her team, and support workers from **Victim Support**, quickly established a presence in **Keyham**, in the heart of the community. They coordinated between national and local support provision to ensure no one who needed help and support fell through the gaps.

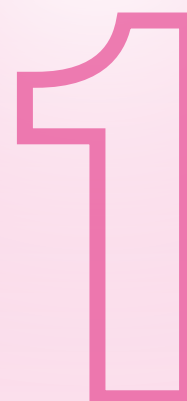


The OPCC and Victim Support, in partnership with Plymouth City Council and Devon and Cornwall Police, secured more than £270,000 funding from the Ministry of Justice to provide continued victim support to Keyham community, including **counselling for traumatised children**, alongside £800,000 to be invested in **community safety and policing**.

Looking ahead, **Independent Victim Advocates will be introduced**, to focus on providing enhanced needs assessments and working with victims on their support plans to put them at the centre of their own recovery.

Looking ahead to 2023 / 2024 a **new support service** will be commissioned for people affected by a **fatality or serious injury on the roads** of Devon and Cornwall.

# PCCs ADVOCATING FOR VICTIMS



## NORTH YORKSHIRE PFCC

In February 2022, **North Yorkshire Police, Fire and Crime Commissioner (PFCC), Zoe Metcalfe, ran a consultation with victims** prior to launching her Violence Against Women and Girls Partnership Strategy. Six Victim and Survivor focus groups were held with approximately 30 individuals willing to share their experiences. Participants provided specific feedback on the proposed Strategic Priority Objectives and key areas of work which helped shape the final strategy.

Also, for approximately four weeks in March 2022, an anonymous open online survey was available to further ensure the voice of women and girls was heard. Over 800 people came to the survey, with 332 completing it.

In October 2022 the PFCC commissioned a commissioned a **VICTIM'S NEEDS ANALYSIS** which will include Focus Groups with Victims, conducted with victims and survivors, some of whom have not reported crime to the police but who have sought support. This will include specific groups for young people, supported by the Youth Commission.

**Mrs Metcalfe** said: *“Listening to the victim’s voice was crucial in developing a strategy to tackle violence against women and girls; we had to get it right and couldn’t have done it without the feedback provided in the focus groups and online survey.”*

Violence Against Women & Girls Strategy for North Yorkshire and York

North Yorkshire Police, Fire & Crime Commissioner



Addressing violence against women and girls in North Yorkshire & City of York

Our Strategy 2022-2024



FOR MORE DETAILS READ: WHAT DID YOU TELL US IS IMPORTANT? - POLICE, FIRE AND CRIME COMMISSIONER NORTH YORKSHIRE (NORTHYORKSHIRE-PFCC.GOV.UK)

# 2

## PCCs DEVELOPING INNOVATIVE SERVICES FOR VICTIMS

**PCCs are at the forefront of developing unique and innovative approaches to victims' support services and making positive impacts in their communities. They are working collaboratively with partners and listening to victims' voices to develop approaches that are effective in delivering interventions that support victims to recover from the devastating impacts of crime.**

# PCCs DEVELOPING INNOVATIVE SERVICES FOR VICTIMS

## CLEVELAND PCC

Cleveland's Office of the Police and Crime Commissioner funded a **nine-month pilot project**, which saw a Barnardo's support worker work with Cleveland Police's **Complex Exploitation Team (CET)**.

The aim was to safeguard some of Cleveland's most vulnerable children and young people from criminal and sexual exploitation including exploitation by organised criminal gangs and County Lines drug supply chains.

The Barnardo's worker encouraged children and young people to open up about their exploitation and abuse without having to speak to a police officer. She could also give easy access to support services.

As a result of this pilot, police and partner agencies were able to **protect 75 children and young people**; of these, 55 were male and 20 were female. Most of the boys were linked to Child Criminal Exploitation (CCE.). All of the girls were linked to Child Sexual Exploitation (CSE.)

**Steve Turner, Cleveland PCC**, said: *"You cannot underestimate the importance of the work of the CET. Not only do they help protect some of the most vulnerable in our communities, but their work helps police gather intelligence to stop the activities of some of the most dangerous people."*

The pilot proved so successful that Cleveland Police will now fund the Barnardo's worker for a further year using funding from the Home Office-backed Project ADDER.



READ DAVID'S STORY



**Mary Robinson, Barnardo's Children's Services Manager**, said: *"Our innovative approach means we are able to engage young people during very challenging times and we applaud their courage in opening up to us about their experiences."*

# PCCs DEVELOPING INNOVATIVE SERVICES FOR VICTIMS

# 2

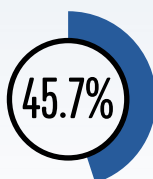
## LANCASHIRE PCC

Lancashire PCC Andrew Snowden funds several posts as part of **OPERATION PROVIDE**. This partnership initiative sees **police officers responding to domestic abuse reports alongside a trained NHS domestic abuse specialist**; they support victims and their children with immediate safety and long-term plans within 24 hours of an incident occurring.

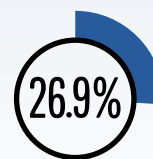
The initiative, which runs across Blackpool, Fylde, Wyre, Lancaster and Morecambe, **won the Patient Safety Improvement Category at the Nursing Times Awards in 2020**.

**AN INDEPENDENT EVALUATION BY LIVERPOOL JOHN MOORES UNIVERSITY SHOWED THAT, AS A RESULT OF THIS OPERATION:**

**THE NUMBER OF VICTIMS ENGAGING WITH SAFEGUARDING ADVICE INCREASED BY**



**THE NUMBER OF VICTIMS ENGAGING WITH PROSECUTION INCREASED BY**



PCC Andrew Snowden's Office also **project-manages the delivery of hospital-based support for victims of sexual violence**. Implemented by Blackpool Teaching Hospitals NHS Foundation Trust, the **award-winning service** started as a pilot scheme at Blackpool Victoria Hospital in 2018 but has since been rolled out across Lancashire. The project places specialist support workers in health settings to **provide immediate support** to anyone disclosing recent or historic experiences of sexual violence.

PCC Andrew Snowden has also **secured NHS England continuation funding** so that the service has now been extended for a further five years to 2027.



**Julie Dhuny, Head of Health and Justice for NHS England in the North region** said: *“NHS England are pleased to support this award-winning service, which delivers dedicated support for victims across Lancashire.”*

# PCCs DEVELOPING INNOVATIVE SERVICES FOR VICTIMS

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## THAMES VALLEY PCC

Thames Valley PCC Matthew Barber has funded **Berkshire Healthcare Foundation Trust** to deliver a trauma-informed psychological approach to supporting victims of domestic abuse.

**BRAVE** (Building Resilience and Valuing Emotions after Domestic Abuse) is a 12-week group programme delivered by mental health practitioners at Berkshire Healthcare. It explores the impact of domestic abuse on mental health.

**Mr Barber** said: “Co-producing services with the NHS was a new approach for us in supporting victims of domestic abuse. The programme brings together the expertise of the NHS and knowledge from the domestic abuse sector to address the psychological and emotional difficulties that people can experience, sometimes for years after leaving an abusive relationship.”

**Dr Jane Barker, Counselling Psychologist and BRAVE Programme Lead,** said: “We are so proud of what we’ve achieved, with 144 people having completed the programme to date. Domestic abuse, especially coercive control, can last for years, and the additional peer support of BRAVE EMBRACE, which participants can join for a further two years, offers the opportunity to develop healthy relationships in a community that truly understands. The option to become a BRAVE Ambassador gives a further opportunity to become empowered and help empower others. BRAVE gives control back to those who have had it denied and provides a voice for the voiceless.”

**A BRAVE Ambassador** said: “For me, BRAVE was somewhere I didn’t feel alone. Instead, I felt understood. I had the freedom to say what I wanted in a safe environment, and not feel judged or belittled.”



# PCCs DEVELOPING INNOVATIVE SERVICES FOR VICTIMS

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## DURHAM PCC

Durham PCC, Joy Allen, has implemented an innovative single **‘Front Door’** approach to receiving and triaging referrals for victims and others that need support across County Durham and Darlington. Replacing multiple and often complicated referral pathways, the new approach allows **individual needs to be assessed centrally and in a timely way**, ensuring the most appropriate support is put in place when it is needed most.

The Front Door incorporates the **newly established use of First Contact RASSO** (Rape and Serious Sexual Offences) **Navigators** who offer practical information and conduct an initial needs assessment. They work closely with our local sexual violence support services to reduce the need for those victims and survivors to have to retell their story unnecessarily.

Our **award-winning Community Mentor Service** also sits behind the Front Door offering support to victims of anti-social behaviour, to those who are vulnerable or isolated, together with supporting those that place a high demand on policing services.

This Front Door approach allows us to make a **pro-active offer of support to victims and witnesses of crime following a charging decision**; this can act as a continuous point of support for those that need help to guide them through the potentially daunting criminal justice experience.




**LET'S MAKE THIS EASY**

**There is now a single front door for all your victim services.**

When making a referral for a Victim of Crime, ASB, Restorative Justice or for someone vulnerable or isolated then please use the following email or telephone number.  
[victimcare@durham.police.uk](mailto:victimcare@durham.police.uk)  
 Tel: 0800 138 2020

[victimcare@durham.police.uk](mailto:victimcare@durham.police.uk)

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**Mrs Allen said:** *“It can be so complicated for victims of crime to access the support they need and often they don’t even know what support is available. The Front Door service is there to really make it easy to access support without the complications of a complicated and unclear referral pathway.”*



# PCCs DEVELOPING INNOVATIVE SERVICES FOR VICTIMS

## HAMPSHIRE PCC

Hampshire and Isle of Wight PCC, Donna Jones has provided funding to the **LOTUS residential programme** for adults who experienced **Childhood Sexual Abuse** (CSA). The programme gives adults who were victims of CSA **access to innovative and rapid support**, significantly reducing the need for long-term counselling. Delivered by **COMMUNITY FIRST START**, the project has been funded from MOJ Rape Support Test funding until March 2023.

**SO FAR, 50 INDIVIDUALS HAVE COMPLETED THE PROGRAMME AND A FURTHER 25 ARE BOOKED TO ATTEND THE NEXT ONE:**

*“... Being surrounded by others that ‘just know’ and understand is a massive comfort. It’s the safest space I have ever had, and I am ready for the next step in my recovery and optimistic for the very first time.”* (Programme participant)

The PCC is also funding a **Play Therapy Worker** to work with children under five-years-old who have been victims of sexual abuse, rape, and female genital mutilation.

**Neil Connolly, Manager of the Hampshire Willow Team** (Working with Exploited Children) and Frankie Worker Service (Sexual Abuse & Trauma Counselling Service) said: *“The Frankie Team model remains a key resource for working with children who have been traumatised through sexual abuse. Its model is visionary, utilising the structure of children’s services to support multi-agency working and understanding the whole social context of a child.*

*“The Play Therapy approach allows children to engage with their trauma and the difficult feelings surrounding it in ways that words simply cannot communicate; it helps them express the inexpressible.”*

Currently, the Play Therapy Worker has received 65 referrals.



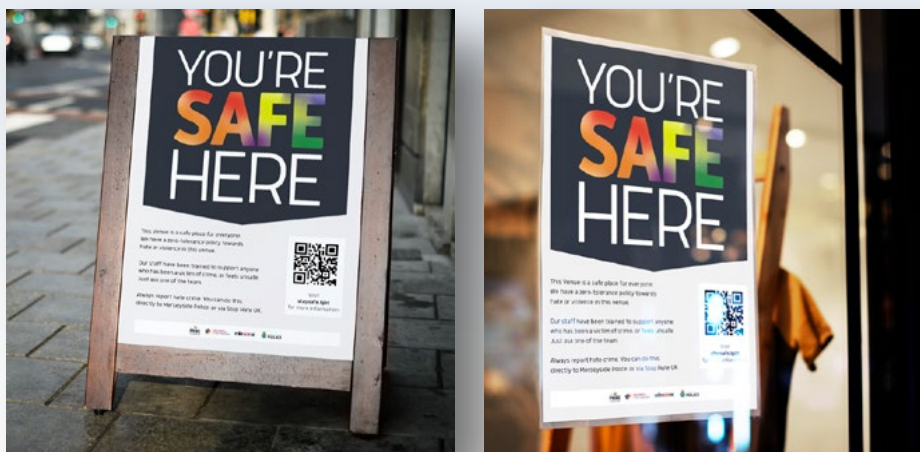
# PCCs DEVELOPING INNOVATIVE SERVICES FOR VICTIMS

# 2

## MERSEYSIDE PCC

More than 600 staff working in Liverpool's night-time economy have been trained to support victims of hate and other crimes, thanks to a unique scheme developed by Merseyside's PCC, Emily Spurrell, and her partners.

The Merseyside PCC launched the **YOU'RE SAFE HERE** initiative with **LCR PRIDE** and other partners, including Stop Hate UK, Liverpool City Council and Merseyside Police, after a spate of LGBTQ+ hate crimes in the city centre last summer.



The scheme provides free training to staff from city centre venues and businesses, giving them the practical skills and knowledge to respond effectively to anyone who feels vulnerable in the city centre. While the initial focus was on hate crime, the training has been expanded to ensure participants can help anyone who feels scared, threatened, or intimidated, helping to improve the safety of everyone in the city centre.

Organisations receive accreditation and materials to demonstrate their participation, with **more than 60 venues now proudly promoting their 'You're Safe Here' status**. And this is just the start - the PCC is working with LCR Pride to look at how this innovative scheme can be rolled out across Merseyside.

**Rebecca Haycox, General Manager at Liverpool Gin Distillery** said: *"The safety of the people who visit our venues is so important to our staff. The 'You're Safe Here' training has been so incredibly useful and has empowered our team to know what to do when someone needs help... Liverpool is a friendly, welcoming city and we are proud that through this training our team is able to make it a safer place too."*

# PCCs DEVELOPING INNOVATIVE SERVICES FOR VICTIMS

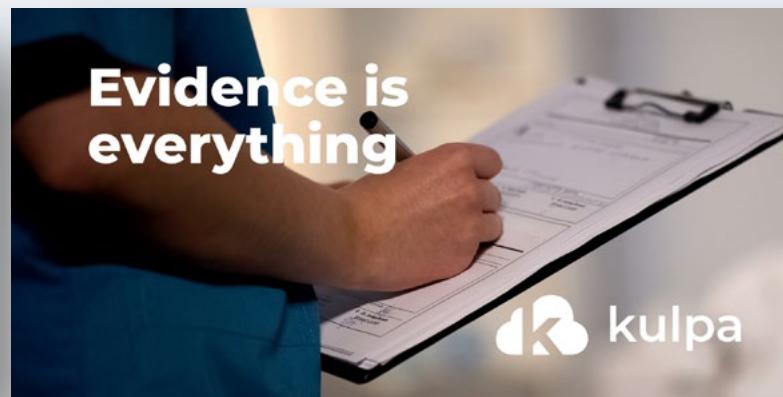
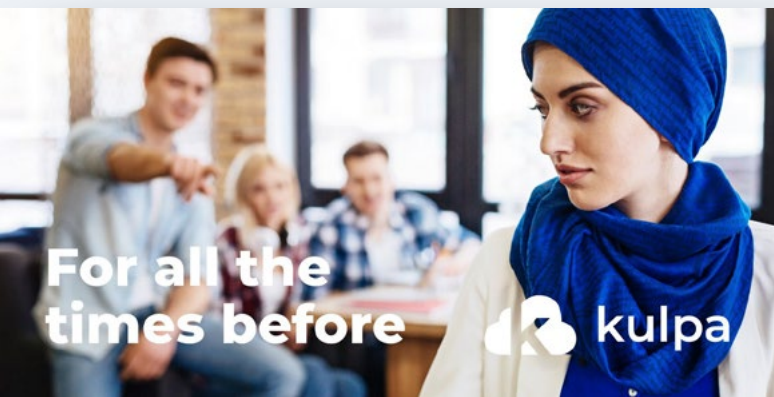
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### WEST MERCIA PCC

Evidence is everything when proving an offence beyond reasonable doubt. To help victims secure and send evidence discreetly, West Mercia Police is set to **pilot the free kulpa app** from October 2022.

The trial will also involve all of the commissioned victim services supported by West Mercia PCC, John Campion.

**The kulpa app allows anyone to quickly collect and securely store evidence on their personal device ready to be sent to the police at any time.**



It can be used to document what happened, when and where, and upload all forms of supporting evidence, including photos, videos, messaging conversations, social media profiles, audio recordings and more.

To keep evidence safe, data can only be deleted from inside the app, protected by an individual PIN chosen by the user. Victims don't have to keep the app on their device. Instead, they can download the app, record, and store the evidence, and then delete the app. The data will be securely retained on the kulpa cloud and will remain available when they re-download the app and log back in.

The app is particularly important for victims of domestic abuse and rape and serious sexual offences who often, for a vast variety of reasons, either don't tell the police about what happened or delay reporting.

**A victim of domestic abuse who used the app to store evidence said:**

*"It empowers victims to take control and it helps speed up the whole process."*

**Mr Campion said:** *"No one should suffer in silence. I am committed to empowering those who suffer at the hands of others to come forward and get justice in whatever form they need."*



# PCCs DEVELOPING INNOVATIVE SERVICES FOR VICTIMS

## CAMBRIDGESHIRE PCC

Working in partnership with the Constabulary, the **Cambridgeshire and Peterborough PCC Darryl Preston** is ensuring rape survivors' views, and their experiences reporting to the police, are improving police processes in real time.

**LIME CULTURE CIC** has been commissioned to run a **15-month Rape Engagement Project** to capture survivors' views at six key stages of their journey of reporting to police. The project also seeks views on the independent support provided by the ISVA (Independent Sexual Violence Advisor) service.



We believe this is the first of its kind in the country where the Constabulary reviews feedback at a monthly VAWG Panel and commits to changes in processes to improve the experiences of people reporting in the future.

**Mr Preston** said: *"I am determined to involve survivors at every opportunity to ensure we design and deliver services that meet their needs and expectations and make their journey easier - whenever they choose to seek justice."*

*"We are proud to be setting the standard in Cambridgeshire and Peterborough through the launch of this pioneering project. Supporting victims and witnesses is a key priority in my Police and Crime Plan. I want every survivor to know they are valued and supported and can use their voice to make a meaningful difference to the recovery of future survivors."*

**Detective Superintendent John Massey, Head of Protecting Vulnerable People at Cambridgeshire Constabulary**, added: *"Survivors' voices will help improve our response, inform our investigative processes and ensure we deliver the most effective and compassionate service possible."*



# PCCs DEVELOPING INNOVATIVE SERVICES FOR VICTIMS

# 2

## WEST MIDLANDS PCC

West Midlands PCC Simon Foster and Victims' Commissioner, Nicky Brennan run an annual victims' fund, which makes available a proportion of the core victims' budget to small grassroots community organisations. This funding has supported many organisations by **providing seed-funding** enabling them to develop their services and go on to win larger contracts as a result of PCC support.

**Mr Foster** said: *"This is an invaluable fund and this year we supported a number of excellent services including Sikh Women's Aid to deliver quality casework provision/crisis intervention, through one-to-one person-centred support to women and families from the Sikh/Panjabi community helping them to cope and recover."*

Another example is **WE:ARE** who provide a **safe space digitally and face-to-face for women who have been subjected to domestic abuse** to heal from the impact of abuse and live free from fear for themselves and consequently their children. This is done through delivery of the Freedom Programme, 11 weeks exploring abusive tactics, controlling behaviours and belief systems of the personas of the dominator and the impact on women's health/well-being.



The PCC has also commissioned a newly established organisation called **DORCAS** which **supports victims of female genital mutilation**. Dorcas deliver FGM Awareness programmes in both primary and secondary schools and their Born to Move/My Body Belongs to Me activity sessions is available for the under 5s. The PCC has funded costs towards counselling and support sessions so that they can develop these services further.

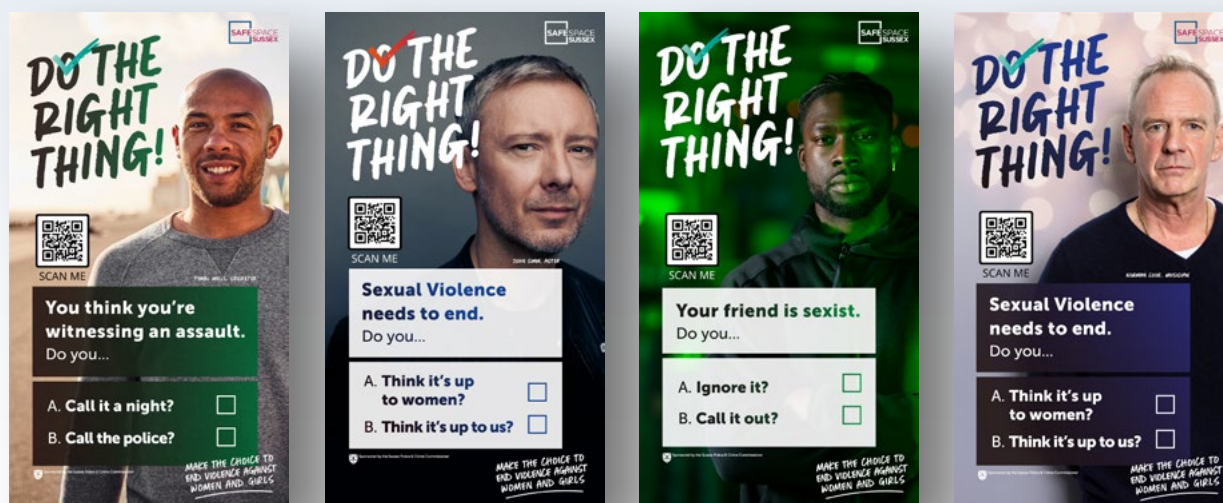
# PCCs DEVELOPING INNOVATIVE SERVICES FOR VICTIMS

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## SUSSEX PCC

After **Stalking Protection Orders (SPOs)** were introduced in early 2020, **Sussex was the first police force in the country to secure them** through working with specialist officers and putting the victim's voice first.

In addition, a **new specialist police unit** was established in Sussex. The **Complex Domestic Abuse & Stalking Unit (CDASU)** co-ordinates court applications for SPOs and supervises people subject to them, to help ensure compliance and deal with breaches.



Focusing on intervention, **Sussex PCC Katy Bourne OBE** launched her **'DO THE RIGHT THING'** campaign. This **encourages men to recognise sexual harassment and misogynistic behaviour** and gives them confidence and skills to safely call it out. It's backed by Sussex celebrities including musician Norman Cook (Fatboy Slim), actor John Simm, cricketer Tymal Mills and author Peter James.

**PCC Bourne** said: *"We all have a responsibility to call out misogyny, violence and abuse but some may lack the confidence to take that first step. Our campaign offers free bystander-training to recognise these behaviours and understand their impact, as well as practise safe ways to challenge them."*

Following consultation with partners and the public, PCC Bourne also developed the **'SAFE SPACE SUSSEX'** app which is aimed at helping people should they feel unsafe outside of their home.



Working with local retailers, the free app features nearly 300 safe spaces in Sussex. Users can be directed to their nearest safe space, send their location to an emergency contact and access support and advice. In an emergency they're directed to call 999.

# PCCs DEVELOPING INNOVATIVE SERVICES FOR VICTIMS

# 2

## NORTH WALES

Services commissioned by the **North Wales PCC, Andy Dunbobbin**, have recently introduced **Remote Evidence Sites**, which means **victims of crime can give evidence in an environment that is closer to their home**, and which offers a less intimidating setting than a traditional courtroom.

The site in North-East Wales is hosted by **DASU (Domestic Abuse Safety Unit) North Wales** in Wrexham. The sites in North-West Wales are in Llangefni and Dolgellau and are hosted by **Gorwel**.



Both DASU and Gorwel are part of the Commissioner's roster of commissioned services, and both are funded to maintain their service of supporting victims. In 2021, the Commissioner was successful in securing a £1.3 million package of funding for both organisations.

Mr Dunbobbin **RECENTLY VISITED** the **Llangefni, Anglesey site** to learn more about how the sites operate and hear how its implementation of the remote evidence site had benefited victims. Find out more about his visit in this press release.

**Mr Dunbobbin** said: *“My Police and Crime Plan has supporting victims and communities and tackling domestic abuse and sexual violence at its heart, and I am determined to ensure all victims receive the smoothest path to justice possible. Courts can be intimidating places and Remote Evidence Sites mean that women and other victims can give evidence closer to their home and family and in a supportive and safe environment. I hope all three sites across North Wales will prove valuable in getting the justice victims deserve.”*

# PCCs DEVELOPING INNOVATIVE SERVICES FOR VICTIMS

# 2

## HERTFORDSHIRE PCC

Despite anti-social behaviour being a high public concern, those affected are often not eligible to receive dedicated support from victim services.

**David Lloyd, PCC for Hertfordshire** has ensured they can access an **ASB advocacy case manager** through **Beacon**, the county's victim care centre.

As the MoJ Victim Service Grant does not permit funding for ASB related projects, the PCC used his **Community Safety Grant** to finance a successful two-year pilot which saw almost two thirds of referrals feel safer and half having a crime recorded against their original case.



Recently the £76,000 service has been made permanent and expanded to provide provision for those invoking the Community Trigger.

Participants receive help to increase pressure on partners, including the police and local authorities, to engage and provide a victim-focused problem-solving intervention.

**Mr Lloyd** said: *“Investigations into ASB incidents can be protracted, often requiring multi-agency involvement and this can be bewildering and frustrating for victims. The programme gives victims a voice and has improved the lives of scores of residents. If my office didn't provide this provision, then it would not exist.”*

Speaking about her case worker **one victim** said: *“He was just there for me when I needed him, and he was brilliant. He listened and had time for me. **I would just like to say he saved my life.** I was so depressed, and I wasn't getting help from anyone, he helped me no end.”*

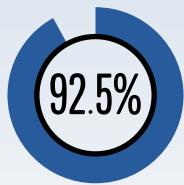


# PCCs DEVELOPING INNOVATIVE SERVICES FOR VICTIMS

## MAYOR OF WEST YORKSHIRE

The **Mayor of West Yorkshire, Tracy Brabin**, and her **Deputy Mayor for Policing and Crime, Alison Lowe OBE** have brought in extra funding to create a **Stalking Advocacy Caseworker (ISAC)** service.

# 2



Stalking offences recorded in West Yorkshire have been increasing, with 92.5% being flagged as domestic-abuse-related.

The new West Yorkshire service will support all genders and victims aged 16 and over in line with domestic abuse legislation. It will build partnership agreements and networks across the region and develop further links with the police. The team consists of Team Leader, Triage Stalking Navigator and full-time equivalent ISACs. They will build referral pathways across West Yorkshire to **ensure a seamless service for all stalking victims accessing the support**. Where victims choose not to access the service for ongoing support, the appropriate advice and information will be provided.

The ISACs will hold a caseload of higher-risk cases and will work with other Victim Support Case Workers and multi-agency partners to ensure the most appropriate, tailored, trauma informed support for each Service User. The service is funded for three years (2022-25).

**Deputy Mayor, Alison Lowe OBE** said: *“Stalking is a horrendous crime and has a truly debilitating effect on those targeted. We’re currently seeing a rise in cases and this new service offers more support to victims, whether they want to report it to the police or not. The Mayor and I are absolutely committed to making a real difference to people’s lives, ensuring our communities remain safe, just, and inclusive.”*



**Tracy Brabin**  
**Mayor**  
of West Yorkshire



# PCCs DEVELOPING INNOVATIVE SERVICES FOR VICTIMS

## ESSEX PFCC

Two survivors of domestic abuse have told how **spending time in nature** has helped them to turn their lives around. The **ten-week BLOSSOM PROGRAMME** supports women and children to connect with the outdoors to positively change their lives and improve their wellbeing.



The **Police, Fire and Crime Commissioner for Essex (PFCC), Roger Hirst**, contributed £14,820 to **the Wilderness Foundation** in the form of a crime and disorder reduction grant from the Community Safety Development Fund to cover the cost of research and the resulting **Blossom Programme**. The funding was to support the PFCC's drive to support victims of domestic abuse and help them to cope and recover from trauma.

**Jo Roberts, CEO of the Wilderness Foundation** said: *"We wanted to put together a really in-depth, well thought out, well planned and well researched programme looking after this vulnerable group of people. Domestic abuse went up 40 per cent during Covid-19, so this programme came at a critical time."*

*"We could never have done this without the funding from the PFCC. We can offer unbelievable work, but not without that funding. It has meant we could do important work that we knew was needed."*

# PCCs DEVELOPING INNOVATIVE SERVICES FOR VICTIMS



## HUMBERSIDE PCC

**Humberside PCC Jonathan Evison** has answered the concerns raised by victims of crime on the support they received, by **developing a Victims Hub**.

**Mr Evison** said: *“It is important to me that people affected by crime are supported through every stage of their journey. I’ve been consulting on what the current system does well, and where we can make improvements to help victims of crime to cope and recover.”*

*“Nobody told me what was happening, I felt I was in the dark.” - “Victims get lost in the system.” - “No one is listening to me.” - “I had no idea what help is out there.”*  
*“I needed to know what was going on.”*

These are just some of the themes from the consultation. Individuals affected by crime are not always sure where to turn for the information, guidance and support they want. The PCC’s office is working to develop a service to help victims understand what is expected of them and what they can expect from the criminal justice system.

### THE FIVE MAIN OBJECTIVES OF THE SERVICE ARE:

1. Accessibility
2. Understanding
3. Support
4. Advocacy
5. Independence

Essential to this support is helping victims understand and exercise their rights under the victim’s code of practice.



**WHO CAN I CONTACT FOR SUPPORT?**

If you would like to speak to someone now about something that has happened to you please contact our Victim Support service

[www.victimsupport.org.uk/resources/humberside/](http://www.victimsupport.org.uk/resources/humberside/)

**VS VICTIM SUPPORT**  
**0300 303 1976**

If you need support outside of open hours, call the **Victim Support 24/7 Supportline** for free on **08 08 16 89 111** or request support via their website (above)

**THIS IS THE WAY TO HAVE YOUR SAY!**

Please scan this QR code to answer some simple questions.

  
 SCAN ME

Or email your comments to us at: [PCC@humberside.pnn.police.uk](mailto:PCC@humberside.pnn.police.uk)

Or write to  
 Victim Services Coordinator  
 Police and Crime Commissioner for Humberside  
 The Lawns  
 Herland Way  
 Cottingham  
 HU16 5SN

**HUMBERSIDE POLICE & CRIME COMMISSIONER**

**HAVE YOU OR SOMEONE YOU KNOW BEEN AFFECTED BY CRIME?**

Did you not receive the help and support you wanted or needed?  
 We want to change that, but we need your help to do it.

The Victims’ Hub will aim to bring criminal justice services closer together and be the one point of contact where victims know they can access to get the help they need throughout their criminal justice journey. The Victims Hub will be launched during 2024.



# PCCs USING MULTI-YEAR FUNDING TO FUND QUALITY SERVICES FOR VICTIMS

PCCs commission quality victim-support services across England and Wales. Securing multi-year funding means PCCs can develop longer-term, sustainable approaches to support services, including new innovations.

# PCCs USING MULTI-YEAR FUNDING TO FUND QUALITY SERVICES FOR VICTIMS

# 3

## SUSSEX PCC

Supporting and protecting the vulnerable is one of the Sussex PCC's top priorities.

**Having been a victim of stalking, as well as speaking with many others, PCC Katy Bourne knows how frightening stalking can be and the devastating impact it can have.**

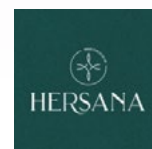
Through national funding, PCC Bourne continues to help trusted community organisations to provide domestic abuse support as part of their service offer.

**She has also funded services meeting identified gaps in provision, including:**

**HOURGLASS IDVA SERVICE:** First of its kind in England and Wales for older survivors of domestic abuse.

**SWITCHBOARD:** Co-designed with LGBTQ survivors of abuse.

**HERSANA:** A community-led service, providing support, advice and counselling to Black and Asian women survivors of violence and abuse.



### **SPCC - PCC WELCOMES OVER £2M OF EXTRA FUNDING FOR VICTIMS (SUSSEX-PCC.GOV.UK)**

PCC Bourne has also funded training sessions in schools on healthy relationships, misogyny, toxic masculinity and informed consent, attended by approximately 11,000 Year-8 students across Sussex. **SPCC - TEACHING TEENS: THE IMPORTANCE OF LEARNING ABOUT HEALTHY RELATIONSHIPS (SUSSEX-PCC.GOV.UK)**

In addition, PCC Bourne funded **Bystander Training sessions** designed to help the public, businesses and support services to feel more confident in recognising and challenging misogynistic behaviour and stalking. **SAFE:SPACE SUSSEX - BYSTANDER TRAINING (SAFESPACESUSSEX.ORG.UK)**

Sussex funding has also gone towards improving the physical environment by investing in improvements to lighting, CCTV, signage and landscaping. 'Get home safe', taxi marshal and street pastor schemes were also introduced in 2021.

# PCCs USING MULTI-YEAR FUNDING TO FUND QUALITY SERVICES FOR VICTIMS



## DURHAM PCC

In August 2022, Joy Allen, PCC for Durham contracted the Rape and Sexual Abuse Counselling Centre (RSACC) to provide specialist counselling for victims of sexual violence. The PCC's core budget for the new service was used to fund a three-year contract. They later also welcomed the Ministry of Justice commitment to multi-year funding.

Isabel Owens, CEO of RSACC said: *“Securing three years funding has allowed us to address the increasing demand for specialist support for survivors of sexual violence. Recruiting counsellors with the expert skills and experience to support survivors is always challenging, but short-term funding adds to this challenge as it only allows us to offer staff short contracts which are not attractive to many. Long-term funding allows us to plan how best to use our resources over the coming year to meet the rising demand for support, as we are not working each year to secure funding for the next”.*

In addition to the multi-year funding commitment, we have sought to encourage a healthy procurement market by working with **GO4GROWTH** who support potential bidders through the procurement process and breaking down larger contracts into smaller geographical lots, making it simpler for a range of providers to compete.

GO4GROWTH



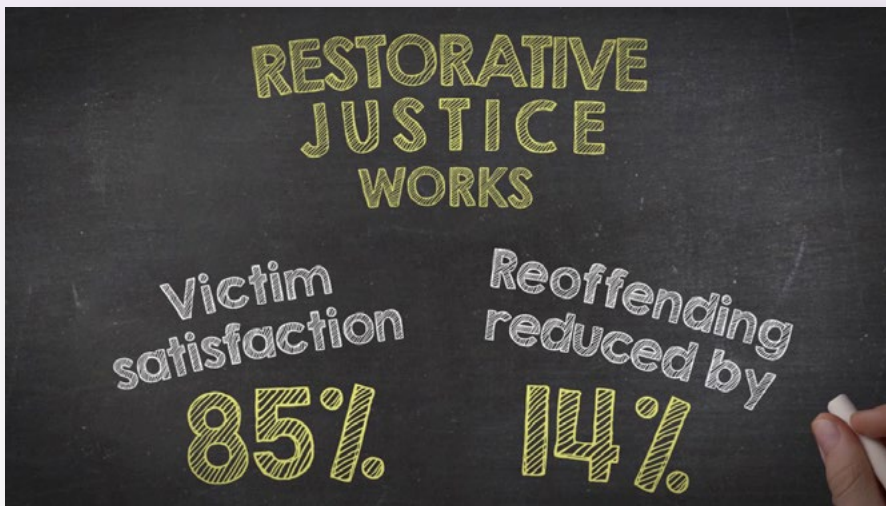
Mrs Allen said: *“I am aware of the unprecedented demand placed on services supporting survivors of these most awful crimes. I hope that by affording these organisations funding stability we can start to address demand and use resources to develop sustainable provisions that best meet the needs of future victims.”*

# PCCs USING MULTI-YEAR FUNDING TO FUND QUALITY SERVICES FOR VICTIMS

## HAMPSHIRE PCC

Hampshire and Isle of Wight PCC Donna Jones funds one of the most inclusive commissioned **Restorative Justice services** in the country. It accepts all victims of crime and anti-social behaviour irrespective of the nature of the offence, or the time that has elapsed since the offence was committed.

# 3



Annual funding of £325,000 is provided to support victims through the Restorative Justice process. The Commissioner also provides a further £50,000 to ensure that offender-led requests may also be included.

The only conditions are that either the victim lives in Hampshire, the offender lives in Hampshire, or the offence happened in Hampshire.

One of the standout referrals received over the term of the contract was a self-referral from the victim of a sexual offence from more than 40 years ago:

*"I feel like I offloaded everything in that meeting and gave it back to him. My first feeling as the meeting ended was one of relief - I'd got through it and come out the other side. But then I started to feel as if the huge, filthy grey cloud I'd had hanging over me for 40-odd years had finally gone away."*



## RESTORATIVE JUSTICE

# PCCs USING MULTI-YEAR FUNDING TO FUND QUALITY SERVICES FOR VICTIMS



## MERSEYSIDE PCC

Merseyside's PCC Emily Spurrell is committed to providing the most effective, tailored support for those harmed by crime through her **VICTIM CARE MERSEYSIDE** service.

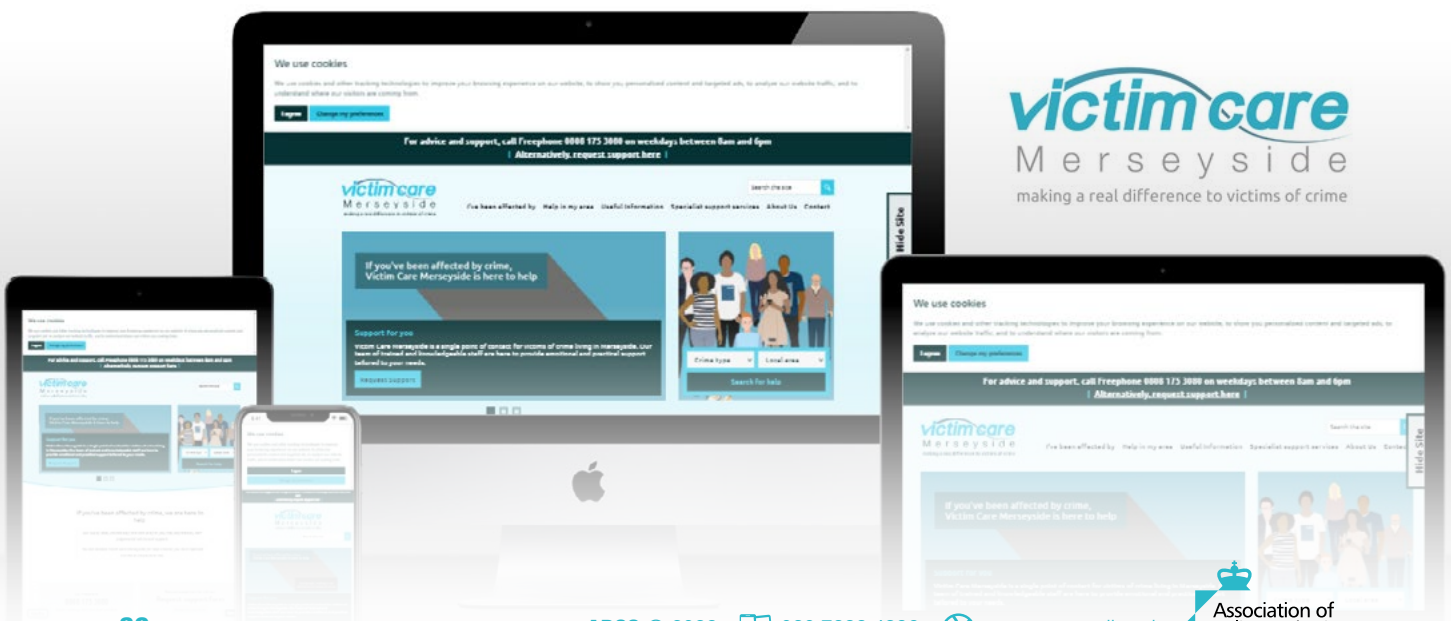
To ensure this, an **extensive Victim Needs Assessment** was undertaken to review the existing services on offer to victims and identify if any further improvements could be made to the service which is funded by core grant from the Ministry of Justice.

As a result of this review, the PCC has taken decisive action to enhance the existing service - significantly streamlining the process for a victim of crime by introducing a **new centralised Victim Care Merseyside 'hub'** - **real people making a real difference to victims** of crime in Merseyside.

Delivered by a team of knowledgeable, specially-trained victim care staff and managers, this new hub will provide a single point of contact for victims and survivors, who will be guaranteed access to free, confidential and non-judgemental advice and support, tailored to their needs.

The hub will create a more seamless pathway of care giving victims a better service, providing a **dedicated new helpline** and increased opportunities for all victims to access support, whether they've reported a crime to the police or not. It will also use innovative case management and triage processes to ensure every victim gets the best possible support.

The new hub will be at the core of the Victim Care Merseyside service and will work closely with the ten other fantastic local organisations commissioned by the PCC to provide specialist support, particularly for the most vulnerable victims of crime.



**victim care**  
Merseyside  
making a real difference to victims of crime



# PCCs USING MULTI-YEAR FUNDING TO FUND QUALITY SERVICES FOR VICTIMS



## NORTH WALES PCC

One of the many services commissioned by the **Office of the North Wales Police and Crime Commissioner** is the **Victim Help Centre**. Since the centre opened in 2015, it has **supported over 190,000 victims** with support services offered tailored to the needs of each person.



The Commissioner, Andy Dunbobbin, provides funding for the service as part of his outline for a safer North Wales and it also reflects the priorities in his **POLICE AND CRIME PLAN**.

The **VICTIM HELP CENTRE** provides services for victims across the whole of North Wales with their main office located at divisional police headquarters in St. Asaph Business Park. The centre has individual caseworkers covering serious crime, mental health and wellbeing and modern slavery.



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## STAFFORDSHIRE PFCC

A key priority for **Staffordshire Commissioner for Police, Fire & Rescue and Crime, Ben Adams**, is **providing a range of high-quality support services for victims**, helping them cope and recover from the impact of crime, and the harm they have experienced.

Last October, the Staffordshire Commissioner's Office launched **TWO FREE SERVICES** to deliver **tailored support for victims**. The **ASB & Mediation Service** is delivered by Victim Support – Staffordshire was one of the first PCCs to invest in such a service. The **Hate Crime Service** is delivered by the Citizens Advice Bureau.

**SURVIVE**, launched in 2020, is a county-wide service delivered by Staffordshire Women's Aid, offering a free non-judgmental, confidential service for adults, children and close family members affected by sexual assault or abuse. It supported **1,612 people** in its first 18 months.



From October 2018-June 2022, the **NEW ERA DOMESTIC ABUSE SERVICE** supported almost 15,000 victims. This contract has now been extended until September 2023.

**STAFFORDSHIRE VICTIM GATEWAY**, which provides a free, tailored service, has supported victims since 2015, with 358,906 referrals and 188,090 people receiving advice, guidance, and signposting from October 2016-March 2022.

**Mr Adams** said: *“Ensuring victims get the specialist, tailored support they need, and placing them at the heart of the criminal justice process, are key priorities in my Police & Crime Plan.”*

**Dickie James, Staffordshire Women's Aid Chief Executive** said: *“I'm very proud we were able to set up and mobilise this vital service [Survive] in partnership with the Staffordshire Commissioner, despite the challenges of lockdown. As we move forward, it's needed more than ever.”*

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## ESSEX PFCC

**Police, Fire and Crime Commissioner for Essex, Roger Hirst** successfully secured **£503,000 extra funding** to invest in supporting survivors of sexual abuse and domestic violence in Essex.

The funding, allocated from the Ministry of Justice, means it is possible to provide even more funding to organisations such as the Synergy rape crisis partnership, The Children’s Society, Wilderness Foundation and specialist domestic abuse charities Safe Steps, and Next Chapter. These services provide a vital level of support for victims of domestic and sexual offences including tailored specialist support for victims of stalking and counselling for children and young people.

**READ MORE ABOUT  
 THE FUNDING BOOST  
 SECURED BY THE PFCC**



**Mr Hirst** said: *“I am delighted we secured this additional investment for our domestic abuse and sexual abuse support services. Improving support for victims and protecting the vulnerable is a key priority in my police and crime plan and an important part of reducing the harm victims experience.*

*“We work hard across the county with our partner agencies to encourage survivors of domestic abuse and sexual violence to come forward. I want anybody affected by these hideous crimes to know that if they come forward and report crime against them, they will be treated with care and compassion and provided with appropriate support.”*

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## WEST MIDLANDS PCC

West Midlands Victims' Commissioner Nicky Brennan was successful in a bid to the Home Office Criminal Justice Fund for an Independent Domestic Violence Advocate. Victim attrition within the modern slavery space is a significant barrier to prosecution. The reasons behind this are complex and can arise as a consequence of not delivering a trauma informed response.



The **Independent Modern Slavery Advocate (IMSA)** is hosted by the **WEST MIDLANDS ANTI-SLAVERY NETWORK** and is responsible for providing direct partnership support to law enforcement with the aim of achieving increased prosecution rates by **securing victim/survivor support for prosecutions**. The IMSA works closely with the West Midlands Police Central Exploitation Hub. She undertakes daily scanning and acts as a point of contact for investigators and officers to seek advice with regards to either pro-active or reactive interventions. The IMSA raises awareness and brings consistency to both primary investigations, but also to issues associated with safeguarding and the exploration of and use of the section 45 defence.



The Home Office funding was a short-term pilot grant of up to four months; due to the success of the project the **PCC has decided to continue this funding** for a further 12 months. **The role has also attracted significant national attention as there are only a handful of force areas who have an independent advocate of this nature.**

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## NORTH YORKSHIRE PFCC

North Yorkshire OPFCC operates an in-house Supporting Victims telephone based service providing support to anyone affected by crime in North Yorkshire.

The In-House Supporting Victims team is made up of one team leader and six victim coordinators who assess the support needs of victims of crime and refer them to specialist advisory services in line with the Victim's Code. This helps people living in North Yorkshire to cope after crime and get their lives back to normal as soon as possible.

VISIT WEBSITE:  
 VICTIM SUPPORT -  
 SUPPORTING VICTIMS  
 IN NORTH YORKSHIRE



**Mrs Metcalfe** said: *“I am incredibly proud of our in-house supporting victims service which is one of only very few within OPFCC/OPCC offices. The team work hard to support anyone affected by crime, whether reported or not, including victims, bereaved relatives, parents or guardians of victims under 18 and members of staff where a business has been a victim of crime.”*

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## NORFOLK PCC

In Norfolk victims of sexual assault are continuing to be given vital support thanks to funding from the Office of Police and Crime Commissioner Giles Orpen-Smellie.

The **ROWAN PROJECT** received a cash-boost from the **NORFOLK OPCC** in November 2020 to offer **specialist support for victims of sexual abuse, sexual violence, rape, and recent and historic child sexual abuse.**

The service officially launched in February 2021 - during the Covid-19 pandemic - as a two-year pilot scheme. Discussions are now under way with a view to extending the service in the county.



**PCC Orpen-Smellie**, who visited the charity this summer, said: *“It was a real pleasure to meet with the team and hear how the funding from my office has helped make a difference.*

*“More importantly I was keen to know more about how the project will continue to help those affected by such horrific abuse to move forward on their personal journeys and support them in their recovery.”*

The Rowan Project was set up with the original funding of £141,066, by the **DAISY PROGRAMME** which provides support and counselling to people affected by domestic abuse in the Breckland area of Norfolk but also identified a need to help victims of sexual abuse.

**Kate Biles, Rowan Project Manager** said: *“This funding has enabled us to provide a service that is truly life-changing for survivors of sexual abuse.”*

**Feedback from clients includes:** *“There was no situation I felt not listened to, or not being understood.” - “You have all given me the power and strength to move through my experience.”*

## CONTRIBUTORS:



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