



Association of  
Police and Crime  
Commissioners



## **PCCs MAKING A DIFFERENCE** PROTECTING THE VULNERABLE DURING THE COVID-19 CRISIS **IN FOCUS**

Includes 34 PCC case studies with a particular focus  
on domestic abuse

# PCCs MAKING A DIFFERENCE PROTECTING THE VULNERABLE DURING THE COVID-19 CRISIS IN FOCUS

Foreword from APCC Victims  
Portfolio Leads: **Julia Mulligan**,  
North Yorkshire Police, Fire and  
Crime Commissioner and **Sophie  
Linden**, London's Deputy Mayor  
for Policing and Crime.



Julia Mulligan



Sophie Linden

We are living in unprecedented times and the current restrictions are a challenge for so many but even more so for those living in fear in the very place they should feel safe and secure - their home.

Police and Crime Commissioners across England and Wales are responsible for commissioning local support services for victims of crime, including victims of domestic abuse and sexual violence. They have responded quickly to the impact of the COVID-19 crisis, recognising that it has a significant impact on victims, who may be locked indoors with perpetrators, and ensuring that funding and support is made available to the most vulnerable across our communities.

PCCs have been in regular contact with their local services to understand what is needed and there is an abundance of innovative and flexible work going on to reach out to those who are at risk from abuse, highlighting that they can still leave home, get the support they need and not suffer in silence.

Violence against women and girls, including domestic abuse, is often seen as a hidden crime, but can cause serious physical and emotional harm for victims and their families across many generations. We will continue to work with police and partner organisations as well as the Government, to make sure victims of abuse are looked after and continue to get the help and support they need during and after the COVID-19 crisis.



This publication provides a snapshot of the innovative work going on to support domestic abuse victims, as well as initiatives to protect the elderly from fraud and scams and promoting safer internet use for children stuck indoors.

The message is clear: PCCs are making a difference and making sure the vulnerable know that they are not alone during the COVID-19 crisis.

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Foreword from: **Home Secretary,  
The Rt Hon Priti Patel MP**

Throughout the coronavirus epidemic my priority has been to protect the most vulnerable in society. While the social distancing guidelines are keeping the vast majority of us safe, home is not a safe haven for everyone.



Many victims of more hidden crimes - like domestic abuse - will be feeling trapped, vulnerable and afraid. I am extremely proud of the way in which the whole policing family has come together to get help to those who need it the most.

I have been particularly heartened to see PCCs across the country providing leadership within their communities by prioritising providing additional support to the most vulnerable during this period. I look forward to working with you all over the coming weeks and months to continue keeping our communities and country safe.

# INSIDE THIS ISSUE



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IN FOCUS

ALTHOUGH THIS 'IN FOCUS' FEATURES 34 PCCs ALL PCCs ARE MAKING A REAL DIFFERENCE TO HELP THE VULNERABLE WITHIN THEIR COMMUNITIES DURING THE COVID-19 CRISIS.



**JULIA MULLIGAN**  
Police, Fire and Crime  
Commissioner for  
North Yorkshire



**PADDY TIPPING**  
Police and Crime  
Commissioner for  
Nottinghamshire



**PETER McCALL**  
Police and Crime  
Commissioner for  
Cumbria



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



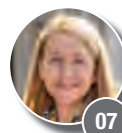
**JANE KENNEDY**  
Police and Crime  
Commissioner for  
Merseyside



**DAVID LLOYD**  
Police and Crime  
Commissioner for  
Hertfordshire



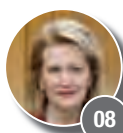
**KIM MCGUINNESS**  
Police and Crime  
Commissioner for  
Northumbria



**KATY BOURNE OBE**  
Police and Crime  
Commissioner for Sussex



**MATTHEW ELLIS**  
Police, Fire and Crime  
Commissioner for  
Staffordshire



**BARONESS  
BEV HUGHES**  
Greater Manchester  
Deputy Mayor



**LORNE GREEN**  
Police and Crime  
Commissioner for  
Norfolk



**MARK BURNS-  
WILLIAMSON OBE**  
Police and Crime  
Commissioner  
for West Yorkshire



**MARTIN SURL**  
Police and Crime  
Commissioner for  
Gloucestershire



**RT HON ALUN  
MICHAEL** Police and  
Crime Commissioner  
for South Wales



**ROGER HIRST**  
Police, Fire and Crime  
Commissioner for Essex



**SUE MOUNTSTEVENS**  
Police and Crime  
Commissioner for Avon  
and Somerset



**LORD WILLY BACH**  
Police and Crime  
Commissioner for  
Leicestershire



**KEITH HUNTER**  
Police and Crime  
Commissioner for  
Humberside



**MATTHEW SCOTT**  
Police and Crime  
Commissioner for  
Kent



**ARFON JONES**  
Police and Crime  
Commissioner for  
North Wales



**ANTHONY STANSFELD**  
Police and Crime  
Commissioner for  
Thames Valley



**JOHN CAMPION**  
Police and Crime  
Commissioner for  
West Mercia



**BARRY COPPINGER**  
Police and Crime  
Commissioner for  
Cleveland



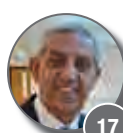
**MICHAEL LANE**  
Police and Crime  
Commissioner for Hampshire,  
Isle of Wight, Portsmouth  
and Southampton



**CLIVE GRUNSHAW**  
Police and Crime  
Commissioner for  
Lancashire



**DAVID MUNRO**  
Police and Crime  
Commissioner for  
Surrey



**HARDYAL DHINDSA**  
Police and Crime  
Commissioner for  
Derbyshire



**PHILIP SECCOMBE**  
Police and Crime  
Commissioner for  
Warwickshire



**DAVID KEANE**  
Police and Crime  
Commissioner for  
Cheshire



**STEPHEN MOLD**  
Police, Fire and Crime  
Commissioner for  
Northamptonshire



**ALISON HERNANDEZ**  
Police and Crime  
Commissioner for  
Devon, Cornwall and  
the Isles of Scilly



**DAFYDD LLYWELYN**  
Police and Crime  
Commissioner for  
Dyfed-Powys



**STEVE WHITE**  
Acting Police, Crime  
and Victims  
Commissioner for  
Durham



**RAY BISBY**  
Acting Police and  
Crime Commissioner  
for Cambridgeshire

PCCs are making a real difference within their communities. Other examples can be found via PCCs own websites which you can access here: [www.apccs.police.uk/find-your-pcc/](http://www.apccs.police.uk/find-your-pcc/)





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## KEY

**PCC** = Police and Crime Commissioner  
**PFCC** = Police, Fire and Crime Commissioner  
**PCVC** = Police, Crime and Victims Commissioner

## Julia Mulligan

### PFCC for North Yorkshire



**Julia Mulligan, PFCC for North Yorkshire** is working with her commissioned **domestic abuse service, IDAS, (Independent Domestic Advice Service)** to offer more innovative **ways for victims to access support** and advice whilst at home, including extending the Live Chat service to provide a discreet way to get help and advice if they can't make a private phone call. This service is staffed by specially trained domestic abuse support workers to offer practical and emotional support to anyone affected by domestic abuse. It also offers online video calls, messaging services, telephone and email support. And they have **safety planning advice** for those facing isolation with an abusive person. They have also commissioned **Foundation UK** to support perpetrators of domestic abuse and are currently exploring options to temporarily accommodate perpetrators for longer periods. This will help provide respite for victims and their families.

**CONTACT:** Simon Jones at [simon.jones@northyorkshire-pfcc.gov.uk](mailto:simon.jones@northyorkshire-pfcc.gov.uk)

## Paddy Tipping

### PCC for Nottinghamshire



**Paddy Tipping, PCC for Nottinghamshire** has provided **emergency funding** worth up to £16,500 for **Juno Women's Aid** to install **a cloud-based telephone system** and put additional staff in place to answer calls for help during the crisis. Up to 10 phone lines are now available for victims and survivors of domestic abuse calling the service, all of which can be operated remotely. Since lockdown, the helpline has taken double the number of calls each week compared to the same period last year. Mr Tipping has worked rapidly to ensure that services are joined-up and to **reassure service providers and users** that his commissioned services to support victims and survivors of crime remain available, although largely delivered remotely via phone/online.

**CONTACT:** Sallie Blair at [sal@bettertimes.co.uk](mailto:sal@bettertimes.co.uk)



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## Peter McCall

PCC for Cumbria



### **Peter McCall, PCC for Cumbria**

has increased his focus on people suffering **domestic abuse** during the pandemic, leading the county's multi-agency response. Their domestic abuse campaign covers different demographics including **services for men**. This campaign has raised awareness over the use of local media, **press releases**, social media and interviews as well as individual partners' communication channels such as schools' portals. Cumbria is also extending 'Step Up', a service for families struggling with **child/young person-on-parent domestic abuse**. The programme helps families experiencing violent behaviour towards parents or carers from children and young people aged 11 to 17 years. Step-up will provide needs-led support. This service is open to any family with children through self-referral or police-referral.

**CONTACT:** Laura Milligan at [laura.milligan@cumbria.police.uk](mailto:laura.milligan@cumbria.police.uk)

## Sophie Linden

London's Deputy Mayor  
for Policing and Crime



**The Mayor of London, Sadiq Khan**, and **London's Deputy Mayor for Policing and Crime, Sophie Linden**, have made protecting the most vulnerable during the pandemic an absolute priority - working closely with the Metropolitan Police Service, the Criminal Justice services, commissioned services and with the VAWG (violence against women and girls) sector, as well as lobbying the Government, to ensure that vital services for victims and survivors continue to operate during the crisis. The Mayor has launched a new **£1.5m emergency response fund** to provide additional safe accommodation and support for victims and those at risk of domestic abuse who need to flee their homes during lockdown. Advice for anyone feeling unsafe at home has been promoted by the Mayor, the Victims Commissioner for London, and the Deputy Mayor on **social media** and on [www.london.gov.uk](http://www.london.gov.uk). Millions have been invested in the **London Community Response Fund** to help those organisations affected by the coronavirus.

**CONTACT:** Paul Rowan at [paul.rowan@mopac.london.gov.uk](mailto:paul.rowan@mopac.london.gov.uk)





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## Jane Kennedy

### PCC for Merseyside



#### Jane Kennedy, PCC for Merseyside

has **extended the contracts for ten charities** commissioned through the **Victim Care Merseyside** support service for victims of crime, in light of the epidemic. All these specialist services, including support for **victims of sexual offences, exploitation and hate crime**, will now run until March 2022, providing greater stability and consistency for vulnerable people. With the assistance of the PCC's team, these critical services have **run continuously throughout the outbreak**, offering support remotely via helplines, websites and Skype counselling. The PCC continues to provide funding to local authorities to enhance their provision of IDVAs, while organisations awarded funding to deliver **crime prevention initiatives** have also been given contract extensions. The PCC's **website** and **social media** channels have been used to publicise critical information about Covid-19, signposting people to support and promoting domestic abuse services and the **silent 999 solution**.

**CONTACT:** Chloe Griffiths at [Chloe.N.Griffiths@merseyside.pcc.pnn.gov.uk](mailto:Chloe.N.Griffiths@merseyside.pcc.pnn.gov.uk)

## David Lloyd

### PCC for Hertfordshire



#### David Lloyd, PCC for Hertfordshire

is supporting vulnerable residents through charity grants and reassuring victims of crime. Within a week of lockdown, he created the **£50,000 coronavirus emergency fund** to provide help for individuals and families hit by the crisis. Mr Lloyd said, "My role is not just about policing; I have a broad public duty to reduce crime and the fear of crime. Now more than ever the community needs to work together to overcome these challenges." The Commissioner recorded a countywide radio advert, signposting victims of **domestic violence** to Hertfordshire's victim care centre **Beacon**. A campaign warning about **Covid-19 scams and online frauds** was also produced. Every week, the PCC has been chairing the **Hertfordshire Criminal Justice Board** bringing together the CPS, Court Service and probation to ensure priority cases proceed and vulnerable witnesses are supported.

**CONTACT:** Nigel Atkins at [nigel.atkins@herts.pcc.pnn.gov.uk](mailto:nigel.atkins@herts.pcc.pnn.gov.uk)



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## Kim McGuinness

PCC for Northumbria



### Kim McGuinness, PCC for Northumbria

has awarded more than **£300,000 in emergency funding in response to the pandemic**. Groups including those helping **vulnerable youths, domestic abuse victims** and community projects throughout Northumbria were awarded the much-needed funding boost. The **Coronavirus Response Fund** was launched last month as a redesign of the Commissioner's annual community fund and brought forward £200,000 of funding to help local charity organisations continue their vital work following the Coronavirus outbreak. The Commissioner sourced an extra £100,000 in funding from reserves and underspend, bringing the total funding pot to more than £300,000. Supporting young people also stood out as a great need, so a key focus was in supporting dedicated youth projects, helping young people facing the impacts of poverty while schools are shut.

**CONTACT:** Adrian Pearson at [adrian.pearson@northumbria-pcc.gov.uk](mailto:adrian.pearson@northumbria-pcc.gov.uk)

## Katy Bourne OBE

PCC for Sussex



### Katy Bourne OBE, PCC for Sussex

re-launched **Safe Space Sussex**, an **online directory of victims' services**, so victims can find local services quickly and safely and exit the page by clicking 'Leave Site Now'. If in danger, they can let a 999 call-handler know by dialling 55 on their mobile. **Sussex Police** will signpost SafeSpaceSussex with posters and banners in supermarkets and branded pharmacy bags. Mrs Bourne has **funded** Sussex Police to provide specific **Domestic Abuse Cars** to visit the homes of medium-risk cases and **innovative, discreet video-support chat capabilities** for victims to speak directly with a police officer. With reports of cyberstalking up 26% in Sussex, the PCC has also **developed** a new **online chat function for stalking victims** and has given £40,000 to **Veritas Justice**, a local stalking advocacy service, to develop a **new online chat function** so victims can easily find help. In the first 5 days they received over 500 website visits and 15 new referrals via the online chat facility.

**CONTACT:** Natalie McFall at [Natalie.McFall@sussex-pcc.gov.uk](mailto:Natalie.McFall@sussex-pcc.gov.uk)





## Matthew Ellis

### PFCC for Staffordshire



#### Matthew Ellis, PFCC for Staffordshire's

office is an integral part of the **Local Resilience Forum's** Covid-19 response, represented on groups looking at vulnerability, **domestic abuse**, offending, mental health and substance misuse. They've also produced an update to their policing and fire plans. Funding for commissioned services continues, working with **Staffordshire Victim Gateway**, and services for **domestic abuse**, hate crime, child sexual and criminal exploitation, sexual abuse, **female genital mutilation** and **business crime**, to adapt their delivery models to meet victims' needs. Domestic abuse victims may be less likely to seek help during this period, so Mr Ellis is ensuring they know how to access support online or using Skype, by funding a multi-agency, multi-channel communications plan. The PFCC has provided additional funding for two Children and Young People's Workers and an independent Domestic Violence Advisor, alongside more personal safety devices. Early intervention initiatives are provided through commissioned youth offending services, diversionary activities and personal development programmes. Post-COVID, there is a **Prison Early Release Scheme**, and the PFCC plays a major role ensuring support is in place, upon release, to reduce reoffending, including resettlement and rehabilitation.

**CONTACT:** Samantha Harris at [Samantha.Harris@staffordshire-pfcc.pnn.gov.uk](mailto:Samantha.Harris@staffordshire-pfcc.pnn.gov.uk)

## Baroness Bev Hughes

### Deputy Mayor for Greater Manchester



#### In Greater Manchester, Deputy Mayor Baroness

**Bev Hughes** is working with police and commissioned support services to **protect victims of domestic abuse during COVID-19**. A victim services reassurance and resilience forum brings together commissioned services across the city-region. It monitors demand and need and responds to emerging concerns and issues. Other activity includes additional women-only emergency accommodation places, working with telecommunications providers to negotiate IT equipment for those who are isolated, and guidance for GPs. A campaign reassures the public that police and support services are still available and accessible and encourages people to access help and support when they need it. This includes **social media**, radio advertising and signposting people to the **Greater Manchester Victims' Services website**, which now has a dedicated COVID-19 page. **£200k of funding has also been provided to VCSE groups.**

**CONTACT:** Claire Smith at [claire.smith@greatermanchester-ca.gov.uk](mailto:claire.smith@greatermanchester-ca.gov.uk)



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## Lorne Green

PCC for Norfolk



### Lorne Green, PCC for Norfolk

has been ensuring victims of crime, including those vulnerable to abuse, have access to help and support. The PCC's team is leading the **domestic abuse delivery group** for the local resilience forum, as well as supporting a **multi-agency children's safeguarding taskforce** and the **Norfolk Against Scams Partnership**. The Norfolk OPCC has worked with its commissioned services to implement temporary changes, such as remote working and new contact pathways, to ensure **vital support remains available** to those who need it while also maintaining the safety of service staff and volunteers. Mr Green recently **met virtually with providers of Norfolk's domestic and sexual abuse support services** to discuss how they are meeting current demand and planning for the future. Together with police and other partners, the PCC's team is raising awareness within Norfolk's communities of the services there to help them; they remain in regular contact with providers to offer help, reassurance and extra financial support.

CONTACT: Suzanne Crannage at [Suzanne.Crannage@norfolk.pnn.police.uk](mailto:Suzanne.Crannage@norfolk.pnn.police.uk)

## Mark Burns-Williamson

OBE PCC for West Yorkshire



### Mark Burns-Williamson OBE, PCC for West Yorkshire

has moved quickly to help address the challenges organisations are facing during lockdown, by launching a **£150K extra-ordinary Safer Communities Fund** grant round to support communities coping with the impact of COVID-19. It is specifically for projects which target **domestic and sexual abuse**, CSE, mental health, fraud and drugs/alcohol services, with grants up to £6,000 for outcomes delivered over 6 months. In addition, a specific part of the West Yorks OPCC website has been dedicated to **COVID-19 support** with signposting to essential local and national services, updated weekly, including a funding pledge to commissioned services. It includes FAQs around new policing powers on the **Ask the Police website**. They issue **weekly external bulletins** around work being done to support the most vulnerable.

CONTACT: Davina Flaherty at [Davina.Flaherty@westyorkshire.pcc.pnn.gov.uk](mailto:Davina.Flaherty@westyorkshire.pcc.pnn.gov.uk)





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## Martin Surl

### PCC for Gloucestershire



**Martin Surl, PCC for Gloucestershire** is helping NHS staff get safely to work; promoting safer internet use for kids at home; and ensuring Gloucestershire's charities don't go under during lockdown. Mr Surl's office is working alongside seven local organisations to provide **financial support to charities** in the county, helping them continue providing essential services. A local not-for-profit - **Gloucester Bike Project** - offering free refurbished bikes to **NHS key workers**, was given an additional one-off grant of £5,000. Finally, an animation created by Gloucestershire OPCC has been shared by agencies across the country to try and encourage safer internet use for children spending more time online during lockdown. [View the animation here.](#)

**CONTACT:** Hamblett Melissa at [Melissa.Hamblett@gloucestershire.pnn.police.uk](mailto:Melissa.Hamblett@gloucestershire.pnn.police.uk)

## Rt Hon Alun Michael

### PCC for South Wales



**Rt Hon Alun Michael, PCC for South Wales** has established firm communication channels with the Chief Constable, and his team, to support arrangements for the most vulnerable in local communities during the crisis, including regular, direct liaison with Welsh Government and partners. Working with [South Wales Victim Focus](#) to ensure they could cope during Covid-19, they have launched a new **Victims Needs Assessment** with officers and staff to support the referral process. Social media has been used extensively to prioritise information on key concerns but particularly domestic abuse. This uses regular messaging, including paid promotion, signposting to the 24/7 [Live Fear Free helpline](#) (Wales) and dedicated [bystander toolkit](#), the **Respect Phonenumber** for perpetrators and to emphasise a 999 police response. A Covid-19 section has been created on the [website](#), providing office information, details of the team response to the pandemic, plus support numbers and advice.

**CONTACT:** Richard Watkins at [Richard.Watkins@south-wales.pnn.police.uk](mailto:Richard.Watkins@south-wales.pnn.police.uk)



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## Roger Hirst

PFCC for Essex



### Roger Hirst, PFCC for Essex

said: "Ensuring those suffering from domestic abuse have services and support available has been a priority. We have supported a campaign with Essex Police, **raising awareness of abuse**, encouraging victims and perpetrators to access support through our commissioned services. These include online and telephone help. To ensure two-way communication with stakeholders, we have been holding fortnightly strategic board meetings." The PFCC has repurposed half of the **Community Safety Development Fund** budget to offer vital support to the **Essex Coronavirus Response and Recovery Programme**, administered by the Essex Community Foundation. Making the **£150,000** available firmly cements partnership work with emergency services, health partners, councils, faith groups and the voluntary sector under the banner **#EssexUnites**. This funding has helped several local organisations support those experiencing domestic abuse, vulnerable young people and those at risk of homelessness.

**CONTACT:** Emma Thomas at [Emma.Thomas@essex.police.uk](mailto:Emma.Thomas@essex.police.uk)

## Sue Mountstevens

PCC for Avon and Somerset



### Sue Mountstevens, PCC for Avon and Somerset

is supporting the **#youarenotalone campaign** and continues to raise awareness and signpost victim support services in her media interviews, social media, columns and blogs. A new Avon and Somerset **domestic abuse working group** includes local authorities and Public Health England; it aims to encourage collaborative working and a joined-up approach to reaching as many local people as possible with targeted campaigns. The PCC is also aware of community concern about road safety and speeding and is working alongside the Constabulary on their speed awareness campaign to encourage local people to stick to speed limits. The PCC and Chief Constable's **Facebook Lives** continue to be popular and is a brilliant opportunity to address local people's concerns.

**CONTACT:** Laura Hesketh at [Laura.Hesketh@avonandsomerset.police.uk](mailto:Laura.Hesketh@avonandsomerset.police.uk)





## Lord Willy Bach

### PCC for Leicestershire



#### Lord Willy Bach, PCC for Leicestershire

has prioritised support for vulnerable people. **Emergency funding** of just under £10k was provided to transform his **Street Mediators youth engagement project**, delivered by charity E2, into a food parcel service for vulnerable people in Beaumont Leys. He also enabled **Age UK** Leicestershire & Rutland to deliver **emergency food parcels and vital support** such as its befriending service to the elderly, with £10k. He earmarked over **£100,000 funding** to increase support for **victims and survivors of domestic abuse** throughout Covid-19. He has already provided money for **emergency B&B accommodation**, as additional short-term refuge provision, and a further £58,000 to deliver eight spaces in longer-term **refuge accommodation**. This week, he announced the expansion of **his PCC Prevention Fund** to include applications supporting communities and vulnerable people to cope with the unprecedented difficulties posed by the pandemic. He has ringfenced £350,000 to invest in community projects for 2020-21- an increase of £100,000 on his original commitment.

**CONTACT:** Sallie Blair at [sal@bettertimes.co.uk](mailto:sal@bettertimes.co.uk)

## Keith Hunter

### PCC for Humberside



#### Keith Hunter, PCC for Humberside

has commissioned a social media campaign to raise awareness of the **support services for those affected by Domestic Abuse (DA)**, particularly during the COVID-19 Lockdown. The campaign message, **"Can't Wait For This To Be Over"** and associated messages were developed with DA leads in each local authority area. **Weekly blogs** are being produced to keep the public and partners abreast of the office's work and to promote key themes of DA, slavery and fraud. To support victims at home Victim Support have launched a local **My Support Space** service, where victims can access a range of tools to help them cope and recover. Building on the success of the "Not In Our Community" exploitation material like **Alfie's Story** the office is developing a new toolkit for parents and practitioners to raise awareness of the increased risk of exploitation online. There is **dedicated COVID-19 information** and signposting on the main website.

**CONTACT:** Matt Wright at [Matthew.Wright.8362@humberside.pnn.police.uk](mailto:Matthew.Wright.8362@humberside.pnn.police.uk)



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## Matthew Scott

PCC for Kent



**Matthew Scott, PCC for Kent** has been assuring vulnerable people that help remains available whenever they need it. Mr Scott has taken to social media to assure **domestic abuse victims**: “Kent Police remains available to respond. Local services are ready to support you. Isolation rules do not apply.” Kent Police and **Victim Support** have also been proactively issuing campaign messages - including placing posters in prominent neighbourhood locations. Furthermore, Mr Scott’s office has worked with Kent Police to enable **Independent Custody Visitors to make video calls** to check on the **welfare of vulnerable detainees**. ‘Services for victims of crime continue to be available and accessible; and residents’ casework continues to be handled by phone and email’, he said. ‘My team and I are still here to serve Kent residents - just in a slightly different way.’

**CONTACT:** Keith Fairbank at [Keith.FAIRBANK@kent.police.uk](mailto:Keith.FAIRBANK@kent.police.uk)

## Arfon Jones

PCC for North Wales



**Arfon Jones, PCC for North Wales** has allocated **emergency funding** via partners in the Welsh Government’s **Violence Against Women Domestic Abuse Sexual Violence Board**. The funds have been used to **support refuges** across North Wales and it has also supported their current-funded services to support counsellors to enable them to have IT facilities, so they can deliver counselling services remotely. The PCC has also published a ‘**Covid-19 Response Plan**’, detailing his focus and responsibilities in the emergency situation, ensuring, on behalf of the community, that the police respond in ways that are necessary, sufficient, proportionate and ethical. Mr Jones has extensively promoted the **Live Fear Free** helpline for domestic abuse victims and carried out PR work with the **Domestic Abuse Safety Unit** to raise awareness that the service is still in operation as usual.”

**CONTACT:** Dyfed Hughes at [Dyfed.Hughes2@nthwales.pnn.police.uk](mailto:Dyfed.Hughes2@nthwales.pnn.police.uk)



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## Anthony Stansfeld

### PCC for Thames Valley



#### Anthony Stansfeld, PCC for Thames Valley

recently opened up the **Police Property Act Fund** with the Chief Constable. Together their teams will grant around **£100,000 to community and voluntary organisations** supporting the police during the pandemic. This round of the Fund was opened up early as an emergency response. The **Victims First website** now includes information for **victims of domestic abuse** during COVID-19 as well as crime prevention advice on COVID-19 fraud. **Social media** is used to signpost domestic abuse services across Thames Valley as well as supporting the national #youarenotalone campaign. There is also **dedicated COVID-19 information** and signposting on the main website and **social media**. This includes specific information on contacting the police to send the right enquiries to the right places.

**CONTACT:** Heather Sherkunov at [Heather.Sherkunov@thamesvalley.pnn.police.uk](mailto:Heather.Sherkunov@thamesvalley.pnn.police.uk)

## John Campion

### PCC for West Mercia



#### John Campion, PCC for West Mercia

recently launched a dedicated **Coronavirus Response Fund**. This directly supports volunteer community groups and provides funds to buy the resources they need to continue assisting vulnerable and at-risk people. The fund has been used to **purchase PPE** to ensure the safety of both volunteers and those they are supporting. It has bought stationery items, which allows the volunteers to stay in regular contact and highlight the support that is available locally to those in need. The PCC has also **donated 20 seized and unclaimed bicycles** to a Shropshire-based community project; these will be refurbished and **given to NHS and health and social care workers**, allowing staff to reach all those who need care. The Commissioner has also worked directly with local gin distilleries, who changed their **production to hand sanitiser**, to provide more than **4,000 units to frontline officers**.

**CONTACT:** Ellie Giles at [ellie.giles@westmercia.pnn.police.uk](mailto:ellie.giles@westmercia.pnn.police.uk)





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## Barry Coppinger

PCC for Cleveland



### Barry Coppinger, PCC for Cleveland

has funded the **Victim Care and Advice Service (VCAS)** in Cleveland, who are contacting 1,000 previous **victims of fraud** to make sure they don't get fooled again. The current pandemic has seen a "significant increase" in the number of people reporting fraud - many of them vulnerable, isolated and elderly. Previous victims of fraud are more likely to be targeted as criminals sell on their victim databases. Criminals can pose as media companies and threaten to cut off access to phones, internet and television. They also send phishing emails claiming to sell PPE online, including masks and hand sanitisers. There have even been instances of extortion. Contacting victims gives VCAS the chance to advise on **staying safe on and offline**. It also ensures Cleveland's most vulnerable people get help, referring them to legitimate community organisations, who offer befriending services and **home delivery of food and prescriptions**.

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## Michael Lane

PCC for Hampshire,  
Isle of Wight, Portsmouth  
and Southampton



### Michael Lane, PCC for Hampshire, Isle of Wight, Portsmouth and Southampton

has launched the **COVID-19 Keeping Communities Safer Fund**, which is providing £500 grants to grass root community initiatives helping people stay safe. The Commissioner is also setting up a **COVID-19 Response Fund** to support partners responding to emerging issues and address the impact of the pandemic on the vulnerable. Linking in with the **HIOW Local Resilience Forum**, **a dedicated COVID-19 page** on the OPCC website contains essential information on victim support services, community support groups, and advice on scams and fraud. The team have worked with the Chinese community to make hate crime reporting accessible, and use **social media signpost to domestic abuse helplines** and mental health crisis services. Youth Commission members are working with partners on **signposting to support available for young people**, and the **Cyber Ambassador scheme** is providing schools with a home learning programme of **activities around internet safety**.

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## Clive Grunshaw

### PCC for Lancashire



#### Clive Grunshaw, PCC for Lancashire

partners **Lancashire Volunteer Partnership** whose thousands of volunteers are playing a vital role in the community response to the Covid-19 pandemic, supporting vulnerable people who are lonely, as a befriender, or supporting the dedicated district hubs set up as part of the county-wide response. Mr Grunshaw said: "Bringing together community groups and organisations and connecting them with vulnerable or isolated members is exactly why **Our Lancashire** was created. Community engagement officers play a key role to ensure those connections remain in place". **Lancashire Victims Services** has dedicated pages about isolating with your abuser and has just made its live chat facility 24hrs. The OPCC supports the **Lancashire Resilience Forum** #LancsTogether campaign. COVID-19 information and signposting is available on the **OPCC website** and **social media** channels.

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## David Munro

### PCC for Surrey



#### David Munro, PCC for Surrey

has offered a lifeline for partner organisations facing unprecedented challenges during the pandemic. **The Coronavirus Support Fund** has made **£500,000 available** to help these organisations provide support for some of the most vulnerable residents in Surrey, including victims at greater risk due to isolation measures. Since March, **over £100,000** has been commissioned to continue support for those affected by **domestic abuse, homelessness and substance misuse**. Some funds have allowed domestic abuse services to provide additional staff and working hours, to facilitate home working and technical support so helpline services continue. Other funding has allowed homelessness and drug and alcohol services to further extend provision, and to invest in new ways of working.

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## Hardyal Dhindsa

PCC for Derbyshire



### Hardyal Dhindsa, PCC for Derbyshire

has funded a new initiative to **protect elderly people from fraud** during the crisis. He provided a **£5000 grant to Age UK** (Derby & Derbyshire) which funded a simple scheme offering prepaid cards to **older people struggling in self-isolation**. The initiative discourages older people from handing over cash or bank cards to other people who could exploit them. Instead, the card will only have a limited cash amount uploaded, reducing the risk of more serious theft and protecting life savings. Older people using the scheme will arrange to pay back the money to Age UK directly who will then be able to purchase further cards and offer help to more vulnerable people. Chief Executive Katy Pugh said the Commissioner's support ensured help could be **delivered swiftly to those finding it difficult to cope in the pandemic**, without fear of financial abuse, while accessing the essentials they need to stay safe at home.

**CONTACT:** Sallie Blair at [sal@bettertimes.co.uk](mailto:sal@bettertimes.co.uk)

## Philip Seccombe

PCC for Warwickshire



### Philip Seccombe, PCC for Warwickshire

will shortly be publishing a supplement to his Police and Crime Plan, explaining in detail the response to the crisis and measures being taken support the community over the coming year. A **Covid-19 information page** has been set up on the OPCC website, with continuing use of **social media** to advise the public on support services available. Commissioned services are continuing to support vulnerable people, using their existing funding differently to adapt their service provision to the needs of users. Early funding awards as part of the Commissioner's Grants Scheme include more than **£165,000 for schemes working with victims, domestic abuse survivors** and other vulnerable groups. Through **innovative use of video conferencing** the continued viability of the Independent Custody Visiting Scheme has been ensured, safeguarding the welfare of those in police custody, many of whom have vulnerabilities.

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## David Keane

### PCC for Cheshire



#### David Keane, PCC for Cheshire

has taken a number of steps to protect and support Cheshire's communities; this includes: launching a **new fund** to help community organisations, voluntary groups and social enterprises support communities through the crisis. This is funded by money taken from criminals under the **Proceeds of Crime Act**. Grants of up to **£1,000 are available for projects** which work alongside Cheshire police and local authorities to support vulnerable people. A number of measures offer **support to organisations** he funds or those that provide services to the police during the crisis. The PCC has also launched a domestic abuse **campaign**, alongside local authority partners and the Constabulary, targeting the message in supermarkets and pharmacies to provide details of the support available and where to find it.

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## Stephen Mold

### PFCC for Northamptonshire



#### Stephen Mold, PFCC for Northamptonshire

set up a targeted **Youth Team** earlier this year to work directly with young people to help prevent them becoming involved in, or victims of, crime. During Covid 19, the Youth Team has been working in areas identified as hotspots where young people gather. The Team has been building relationships and giving **advice to young people** about social distancing and staying at home. They have also been finding out what the young people think about how police deal with them, and then feeding that back to the Force. The Youth Team has supported a number of **young people identified as vulnerable or with additional needs** who are not receiving social care or other services and provided **1-to-1 support** over the phone, or in person, observing social distancing.

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## Alison Hernandez

PCC for Devon, Cornwall  
and the Isles of Scilly



**Alison Hernandez, PCC for Devon, Cornwall and the Isles of Scilly**, *opened Britain's newest police station, in Exeter, two weeks early* because its custody unit is better suited to dealing with Covid-19 detainees than the one it replaces. The OPCC's Estates team has also *submitted plans for a new station in North Devon* within a few weeks to replace one with structural problems. The commissioner has also worked as chair of the Local Criminal Justice Board to **launch virtual courts** ensuring the Criminal Justice system can keep moving during lockdown. The commissioner has also worked with charity **Operation Encompass** to provide a *helpline for teachers worried about the welfare of a child* after a domestic abuse incident. The PCC is providing updates via a new weekly podcast, Hocking House, which is available on *iTunes* and *Audioboom*.

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## Dafydd Llywelyn

PCC for Dyfed-Powys



**Dafydd Llywelyn, PCC for Dyfed-Powys** has been instrumental in coordinating the **Criminal Justice System response** to the pandemic. Mr Llywelyn worked with partners at an **All Wales** level to develop emergency joint-working arrangements, as well as leading the local response via the **Dyfed-Powys Criminal Justice Board**, which he chairs. This is vital for victims, who are ultimately the end-users of our Criminal Justice System. Mr Llywelyn has ensured the governance and scrutiny of local plans and the management of risks, along with actively planning and managing the recovery phase. At a time when victims are restricted within their homes, Mr Llywelyn has acted to ensure the **voices of victims are being heard** at Government level. This includes weekly meetings with the Deputy First Minister of Welsh Government where he raises the concerns of **domestic and sexual violence** victims in particular.

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## Steve White

Acting PCVC for Durham



### Steve White, Acting PCVC for Durham

understands that, as the pandemic continues, the work of specialist voluntary and community organisations that support vulnerable victims becomes even harder. He is **committed to providing the resources necessary** to sustain local delivery of services until national funding reaches local communities. He has funded the **Rape and Sexual Assault Counselling Centre (RSACC)**, an accredited **Rape Crisis centre**, so they can adapt their services, launching a **new helpline**, with longer service hours. This will enable them to help more women living with the life-long consequences of sexual violence such as depression and anxiety and also those women who are in immediate crisis.

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## Ray Bisby

Acting PCC for Cambridgeshire



### Ray Bisby, Acting PCC for Cambridgeshire

**Cambridgeshire** continues to ensure the Chief Constable has the resources he needs to deal with the pandemic including the temporary redeployment of OPCC staff to the Constabulary's Critical Incident Hub, Victim and Witness Hub, and the Special Constabulary. Both the PCC and his team feed into the county's **Local Resilience Forum** so that vital public services continue to be delivered. His Communications Manager supports a 'warn and inform' cell sharing NHS and Public Health messaging, with regular **social media posts** on **current scams**; advice on how communities can **volunteer** to support vulnerable neighbours during the lockdown and **when to contact the police** if concerned about people self-isolating or shielding. There is a dedicated **COVID-19 page** with links to **local community hubs** for vulnerable people and a campaign to remind people that **victims' services** continue to be provided.

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