

**THE OFFICE OF POLICE AND CRIME COMMISSIONER  
FOR DERBYSHIRE  
DECISION RECORD**

<b>Request for PCC Decision</b>	<b>Received in OPCC Date: JANUARY 2020</b>	<b>OPCC Ref: 01/2020</b>
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**DERBYSHIRE VICTIMS SERVICES CONTRACT**

**Executive Summary**

The Commissioner has procured a general emotional and practical service to support all victims of crime, including dedicated support for victims of Hate and ASB crime and incidents, across the county of Derbyshire. The service will also work with the OPCC to identify emerging trends and where there are gaps in provision. The specifics of this are outlined below. The Office of the Police and Crime Commissioner for Derbyshire (OPCC) is the sole funder for this specific service and lead the procurement process. This contract has been procured and managed by the OPCC for Derby and Derbyshire. The service is for any victim of crime, 18 years plus.

**Decision**

To record the decision to appoint Remedi as the new service provider of the Derby and Derbyshire generic victim service for all victims of crime. This follows an open invitation to tender. The contract will commence on 1 April 2020 to the value of £400,000 per annum. The duration of this contract is for two years, with a further option of 2-year extension, followed by 2 x 12 month extensions.

**Declaration**

I confirm that I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct for the Police and Crime Commissioner for Derbyshire. Any such interests are recorded below.

None

The above request has my approval.

**Signature**

Hardyal Dhindsa

**Date JANUARY 2020**

**PUBLICATION SCHEME CONSIDERATIONS**

**Is the related Section B report to be published Yes**

The report contains commercially sensitive information.

**Is the publication of this approval to be deferred No**

If Yes, provide reasons below

**Date to be deferred to –**

NB Statutory Instrument 2011/3050 (as amended by SI 2012/2479) states that: *all decisions made by a PCC are in the types of information that must “be published as soon as practicable after it becomes available to the elected local policing body”.*

**OFFICER APPROVAL**

**Chief Executive or Nominee:**

I have been consulted about the proposal and confirm that financial, legal and equalities advice has been taken into account in the preparation of this report.

I am satisfied that this is an appropriate request to be submitted to the Police and Crime Commissioner

Name Andrew Dale

Date JANUARY 2020

# STRATEGIC PRIORITIES ASSURANCE BOARD

<b>REPORT TITLE</b>	DERBYSHIRE VICTIMS' SERVICES CONTRACT
<b>REPORT BY</b>	DAWN ROBINSON
<b>DATE</b>	JANUARY 2020

## PURPOSE OF THE REPORT

To provide information on the re-commissioning of the contract for the generic victims' service.

## ATTACHMENTS

## RECOMMENDATIONS

To record the decision to appoint Remedi as the new service provider of the Derby and Derbyshire generic victim service for all victims of crime. This follows an open invitation to tender. The contract will commence on 1 April 2020 to the value of £400,000 per annum. The duration of this contract is for two years, with a further option of 2-year extension, followed by 2 x 12 month extensions.

## CONTACT FOR ENQUIRIES

Name: Dawn Robinson

Tel:

Email: [Dawn.Robinson.17380@derbyhire.pnn.police.uk](mailto:Dawn.Robinson.17380@derbyhire.pnn.police.uk)

## OVERVIEW

- The Commissioner has procured a general emotional and practical service to support all victims of crime, including dedicated support for victims of Hate and ASB crime and incidents, across the county of Derbyshire. The service will also work with the OPCC to identify emerging trends and where there are gaps in provision. The specifics of this are outlined below. The Office of the Police and Crime Commissioner for Derbyshire (OPCC) is the sole funder for this specific service and lead the procurement process. This contract has been procured and managed by the OPCC for Derby and Derbyshire. The service is for any victim of crime, 18 years plus.

- There is a recognition that victims will identify with a range of different types of service to meet their individual needs. The OPCC wishes to encourage self-referral, address unmet needs and offer a choice in service provision. The service will need to operate flexible hours to meet the needs of victims. As a guide the current service operates Monday- Friday 8am-8pm and Saturdays 9-1pm.
- The OPCC expect the contract to operate from 1 April 2020. The duration of this contract is for two years, with a further option of 2-year extension, followed by 2 x one-year extensions.
- The provider will deliver both preventative and direct interventions for victims of crime increasing the safety and protection of victims. Every victim referred or who self refers will be offered a service or will be supported to find the appropriate service to meet their needs in accordance with national and local strategy, policy and guidance. The service will:
  - Provide a single access and referral point for victims and referrers offering a consistent, equitable and easy to access service across the whole county;
  - Deliver safe and evidence-based interventions and services that people need including Advocacy, emotional support, information provision and signposting. The service will apply person-centred approaches which may range from short-term, limited intervention such as a phone call or letter through to longer term restorative or trauma informed interventions requiring several weeks of case work. The provider will evidence how it will triage referrals based on need assessment;
  - Provide a clear pathway for those who choose not to report the crime as well as those who do. Referral or signposting of those who access the service and who are assessed to have therapeutic or clinical counselling needs or other specific needs will be expedited by the provider. Inter-dependency with other services will be need to be demonstrated;
  - Be able to respond to and encourage self-referrals;
  - Raise awareness of ASB and hate crimes and incidents and impacts on victims and provide dedicated case workers to respond and support these victims;
  - Work in partnership with all other providers to define pathways and facilitate referral and support for people
  - Provide appropriate case management systems to identify trends and monitor performance.
  - Monitor and report on outputs and outcomes on a quarterly basis based on quantitative and qualitative data.
  - Show how it will engage victims and service users in service design and evaluation of effectiveness;

- Train all staff providing the CORE service to identify risk and make or actively support appropriate referrals in line with local policy and procedures for further assessment and support;

## SUMMARY

AS ABOVE

## BACKGROUND PAPERS

None