



**Derbyshire
Victim Services**



**Derbyshire
Police and Crime
Commissioner**

Safer and Stronger Together

POLICE AND CRIME COMMISSIONER FOR DERBYSHIRE

COMMISSIONING STRATEGY

EXTERNAL POLICY

Control Sheet

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Foreword

As your Police and Crime Commissioner, my role is about more than funding services – it's about making sure every person in Derbyshire feels safe, supported, and valued.

At the heart of this strategy is a simple promise: to stand alongside those who need us most. That means helping victims of crime rebuild their lives, protecting vulnerable children, adults, and families from harm, and offering a second chance to those who want to turn away from offending and find a better path.

This strategy sets out how we will commission trauma-informed services that reflect the priorities in my Police and Crime Plan and contribute to a safer, stronger, and more inclusive county.

It's about creating a network of voluntary and community organisations that work hand-in-hand with our statutory partners, ensuring every service delivers real, measurable outcomes for local people. Providers play a critical role in increasing understanding of local needs and resources to ensure the services we develop are transformative and have a tangible impact.

By putting effective support systems in place, we give people the tools to build resilience, restore hope and thrive in their communities. We are committed to always listening to victims, service users, and to providers, because their experiences and insights shape the future of our justice system.

Partnership is the glue that holds this work together. Commissioning is about collaboration, making the best use of resources and making a positive and meaningful impact. I believe we achieve more when we work together, and I remain committed to the promise I made when I was first elected: to harness the power of partnership at every opportunity.

Introduction

The Police and Crime Plan for Derbyshire 2024-29 has the following priorities

- **Serious Violence Including Violence Against Women and Girls (VAWG)** - Knife Crime, Serious Assaults, Domestic Abuse, Sexual Offences, Stalking
- **Anti-Social Behaviour (ASB) and Community Safety** - Tackling ASB, Burglary, Vehicle Theft, Hate Crime, Retail Crime
- **Neighbourhood Policing** - Greater policing presence in our neighbourhoods for a more effective force and a better 999/101 service
- **Bringing Offenders to Justice** - Working with all Criminal Justice partners and key stakeholders to improve the service to victims
- **Drug Dealing and Substance Misuse** - Dealing with drug supply and the harm caused by the effects of drug and alcohol
- **Supporting Victims and Safeguarding** - Ensuring all victims can access appropriate support services, and specialist help and protection is in place

Many factors influence the future direction of crime prevention in Derbyshire. The priorities which have been set have been guided by public opinion as well as evidence from our partners of the key risks and threats facing the county in terms of crime. Derbyshire Police have identified their priorities as: Fighting Crime, Service to the Public, Responsive and Visible Policing, Prevention and Partnerships, Trust and Legitimacy, Our People and Vulnerability.

The police identify the following as the key threats and risks, with a cross-cutting theme of vulnerability:

- Child Abuse and Exploitation
- Domestic Abuse
- Rape and Serious Sexual Offences
- Modern Slavery and Human Trafficking
- Organised Crime
- Stalking
- Killed and Seriously Injured
- Serious Violence and Knife Crime
- Residential Burglary
- Personal Robbery
- ASB

The commissioning framework recognises these priorities and risks and is written to develop, enable and mobilise services to support the most vulnerable people in our communities

Victim-Centred Services

Police and Crime Commissioners are locally elected to secure efficient and effective policing. They have a legal duty to consult with victims in setting the policing priorities in their area and to hold the Chief Constable of the police in their area to account.

Alongside the work to implement the Police and Crime Plan for Derbyshire in promoting safer communities, Police and Crime Commissioners are responsible for commissioning many of the services that support victims outlined in the Code of Practice for Victims of Crime (Victims' Code 2015, updated 2025) and strengthened by the Victim and Prisoners Act 2024.¹

The Victims Act places victims at the heart of the criminal justice system by:

- Giving statutory force to the Victims' Code and requiring criminal justice agencies to comply with its standards.
- Introducing a duty on criminal justice bodies and elected local bodies (including PCCs) to monitor and review compliance with the Code.
- Requiring agencies to collect and act on victims' feedback to improve services.
- Mandating collaboration between agencies to deliver victim support functions effectively.

The Victims' Code sets out the services and a minimum standard for these services that must be provided to victims of crime by organisations (referred to as service providers) in England and Wales.

It acknowledges that the terms 'complainant' and 'survivor' are often used in the criminal justice system to describe a person who has made a criminal allegation to the police. However, for the purpose of this Code, the definition of a 'victim' is:

- a person who has suffered harm, including physical, mental or emotional harm or economic loss which was directly caused by a criminal offence
- a close relative (or a nominated family spokesperson) of a person whose death was directly caused by a criminal offence.

The following persons can also receive Rights under this Code if they are:

- a parent or guardian of the victim if the victim is under 18 years of age.
- a nominated family spokesperson if the victim has a mental impairment or has been so badly injured because of a criminal offence that they are unable to communicate or lacks the capacity to do so.

All service providers must have the victim's best interests as their primary consideration and take the victim's age, maturity, views, needs and concerns fully into account.

¹ Code of Practice for Victims of Crime in England and Wales, 2020, Ministry of Justice; Victim and Prisoners Act 2024

Enhanced Rights

You are eligible for Enhanced Rights under this Code as a victim of the most serious crime, if you are a close relative bereaved by a criminal offence, a victim of domestic abuse, hate crime, terrorism, sexual offences, human trafficking, modern slavery, attempted murder, kidnap, false imprisonment, arson with intent to endanger life and wounding or causing grievous bodily harm with intent.

Additional Enhanced Rights that are available for bereaved close relatives are highlighted separately within each individual Right of the Code.

Persistently Targeted Victims

You are eligible for Enhanced Rights under this Code as a persistently targeted victim if you have been targeted repeatedly as a direct victim of crime over a period of time, particularly if you have been deliberately targeted or if you are a victim of a campaign of harassment or stalking.

Under current UK law (which incorporates standards originally set by The European Union (EU) Directive on Victims of Crime)² services should, at a minimum, provide:

- *Information regarding the criminal justice system*
- *Information regarding the rights of victims and how to access such rights*
- *Information and assistance applying for criminal injuries compensation*
- *Information regarding the criminal justice trial and preparation to attend trial*
- *Emotional and psychological support*
- *Advice relating to financial and practical challenges following the crime*
- *Information relating to the risk and prevention of secondary and repeat victimisation, intimidation and retaliation*
- *Access to appropriate services specifically targeting the needs of the individual victim*

To achieve these outcomes, all commissioned providers must work collaboratively across Derbyshire to deliver a whole-system approach for victims. The overall vision and ambition is to reduce the number of victims and crimes over time, deliver positive outcomes for victims and communities, improve and ensure equal access to support and increase the confidence and number of people coming forward for support and/or to report the crime to the police.

² European Union (EU) Directive on Victims of Crime

Victim and Prisoners Act 2024 and Duty to Collaborate

The Victim and Prisoners Act 2024 represents a major step forward in placing victims at the heart of the criminal justice system. It gives statutory force to the Victims' Code, requiring criminal justice agencies and elected local policing bodies to comply with its standards and to monitor and review delivery. The Act introduces measures to ensure victims receive clear, timely, and accurate information, are treated with dignity and respect, and have their voices heard throughout their journey.

Key provisions include:

- A legal duty for agencies to collect and act on victims' feedback to improve services.
- Stronger accountability through compliance reviews and reporting requirements.
- Enhanced powers for the Victims' Commissioner to hold agencies to account.
- A simplified complaints process for victims who feel their rights have not been upheld.

Alongside these measures, the Act introduces a Duty to Collaborate (Sections 12-14), requiring local policing bodies, local authorities, and Integrated Care Boards to work together when commissioning support services for victims of domestic abuse, sexual abuse, and serious violence. Duty holders must:

- Conduct a joint needs assessment of local demand and provision.
- Prepare and publish a collaborative strategy for delivering victim support services.
- Consult with partners and victims to ensure services meet diverse needs, including those of children and people with protected characteristics.

This statutory duty aims to remove gaps in provision, improve consistency, and ensure victims can access specialist support when they need it, whether or not they choose to report a crime. In principle, these reforms make it easier for victims to cope, recover, and rebuild their lives, supported by a system that is transparent, responsive, and accountable.

Commissioning Principles

In commissioning services/projects we will use the following principles:

- **Needs-led (evidenced-based):** Good commissioning starts with understanding the problem or need. All commissioning cycles are similar and follow a continuous service improvement model of needs assessment, planning, doing and reviewing. This strategy is no different from this. In particular, it places victims and the community at the centre of the process. Central to the strategy is identifying what outcomes need to be achieved, identifying local needs and identifying resources. Victims themselves and existing service providers are a key source of information.
- **Victim-centred:** Victims of crime are entitled to support that helps them in coping with immediate and long-term impacts and recovering from its effects. All commissioned providers, even if working with offenders, will need to place victims at the heart of their service design and delivery to ensure a whole systems approach for victims.
- **Transparency and Simplicity:** The OPCC wishes to keep commissioning arrangements, whether for contracts or grants, as open, transparent and simple as possible to reduce costs and widen the market of potential suppliers of services. We will:
 - openly procure services, within the framework of procurement regulations and relevant laws.
 - offer opportunities for engagement and market warming activities where appropriate.
 - make grants available that are made as simple and easy to apply for as possible and proportionate to the value of the grant.
 - ensure that monitoring requirements for contracts and grants are proportionate to the level of funding available whilst considering any conditions of the funding body.
- **Outcomes Driven and Performance Focussed:** We will use –
 - clearly defined criteria, clear objective-setting and needs assessment processes.
 - robust contract monitoring processes which assure quality of performance and service provision.
 - good partnership working to maximise resources and greater outcomes.
 - evaluation, review and re-shaping of services to ensure efficiency and effectiveness and quality services.

- **Value for Money and Efficient use of Resources**
 - competitive procurement processes in line with regulations.
 - consideration to social value/added value.
 - regular review of contracts when we extend and re-procure services.

- **Sustainability**
 - Where possible, funding will be provided on a longer-term basis to encourage sustainability and growth. Shorter term funding will allow for testing of concepts and pilots. Repeat funding using grants will not be encouraged. Instead, where there is demonstrable need and proven outcomes services will be commissioned within the procurement framework.

- **Partnerships:** Commissioning is about collaboratively working where possible to make the best use of resources to achieve greater and shared outcomes. The OPCC will do this by working in close partnership with the Police, local authorities, health and the voluntary sector, local Safeguarding boards and health and well-being boards to jointly commission services. We will also work collaboratively over service specifications and reviews and evaluations of concepts and models of delivery. Victims can have complex needs which require a partnership approach. Victims' services can work most effectively when there is a clearly owned partnership strategy to enable the needs of victims to be identified and addressed by all agencies. The PCC will deliver Partnership working by –
 - Working across boundaries, where it makes sense to do so – where there are benefits either financially or for service delivery the OPCC will work with partners across different organisational or geographical boundaries to commission outcomes in new ways.
 - Working towards shared outcomes – the OPCC recognises that many non-PCC services and external factors affect outcomes. The PCC does not have sufficient resources to fund all services relating to community safety; local authority, health and criminal justice partners all hold resources which contribute to community safety outcomes.
 - Working with local, specialist services – It is clear that local, specialist services are important in achieving outcomes for residents and the OPCC is committed to working with fellow commissioners to secure this provision.
 - Giving agencies feedback from the public, victims and other service users
 - Influencing partner organisations plan to ensure they cover priorities within the Police and Crime Plan
 - Taking a lead on certain priority areas within the Police and Crime Plan, such as leading projects to join-up services, gaining feedback on how services are operating and driving progress, where required
 - Discussing needs, gaps and potential approaches with partner organisations before buying new services, or working with partners to jointly set up projects

- Making funds available to certain partnerships to support them to start joint projects which address needs they have identified.
- **Co-production:** Commissioning and market shaping should remain a shared endeavour, with commissioners working alongside people with lived experience, carers, families, victims, providers, statutory organisations, and communities to co-design solutions.

The principles of the Integrated Commissioning for Better Outcomes Framework continue to guide this approach, recognising that people using services and their carers are experts in their own lives and essential partners in shaping services.

Recent guidance, including NHS England's Strategic Commissioning Framework (2025), reinforces the need for:

- Person-centred, place-based, and outcomes-focused commissioning
- Active community engagement and co-production
- Integrated approaches across health, social care, housing and public health
- Continuous improvement through data, insight, and evaluation

Our ambition for 2025-2029 is to embed these principles to deliver better outcomes, reduce inequalities, and ensure services reflect the needs and aspirations of local communities.

- **Prevention:** Prevention work aims to keep people away from crime and out of the Criminal Justice system. It is also about stopping problems arising in the first place and supporting people to manage when they do arise. It also means contributing to reducing repeat victimisation and re-offending. These concepts are at the heart of the offer for Derbyshire Victims' services. Where possible in commissioning services and allocating grants we will integrate a Preventative offer into services and will encourage the use of resources for preventative services and programmes. This will mean working with partners to assess risks and look at the causes of crime in order to determine priorities for services. This will also mean keeping up with crime trends, having good links with neighbourhoods and communities and those organisations best placed to provide local information and intelligence.

Inclusive Commissioning for Marginalised Communities

In commissioning victims' services, we will follow the principles set out in the Victim Services Commissioning Guidance (Ministry of Justice, 2024), ensuring that services meet the needs of all victims, including those from ethnic minority and other marginalised communities.

Commissioners should:

- Identify and understand needs at every stage of planning and commissioning by engaging with local experts, community organisations, and people with lived experience.
- Ensure proportional representation in service provision that reflects the demographics of local communities.
- Promote awareness and accessibility so that victims from diverse backgrounds know what support is available and how to access it.
- Embed equality, diversity, and inclusion in commissioning decisions, monitoring, and evaluation to address barriers and reduce disparities in outcomes.

Our approach will be evidence-based, collaborative, and focused on reducing inequalities, ensuring that all victims receive fair and effective support.

Commissioning Resources

OPCC commissioning involves three core areas of work: contracts for services, the management and delivery of grants and development work/projects.

Contracts

The OPCC office holds and manages contracts for both victim and non-victim services. Victim services are provided through the Derbyshire Victim Services offer which provides for support services for all victims of crime and then specialist provision for Domestic Abuse, Sexual Abuse and Violence, Hate Crime, Young People and Restorative Justice.

We receive grants from the Ministry of Justice to provide a range of services for victims. Non-victim contracts are funded through Community Safety resources.

Contracts are procured on both short-term and longer-term basis and are commissioned using the principles outlined in previous sections.

Grants

To aid communities in delivering the Commissioners priorities at a local level, an amount of £275,000 has been set aside for the Safer and Stronger Communities Grant. This fund is Derbyshire-wide, including Derby City, and aims to support the Commissioner's priorities within the Police and Crime Plan.

The grant rounds will assist in reducing crime and anti-social behaviour, protecting victims and vulnerable people, and supporting young people.

The criteria for applying is as follows:

- Applications can be made for up to £5,000
- Each application must address one or more strategic priorities from the Police and Crime Plan
- Funding can cover capital or revenue costs, but salary costs should be avoided where possible (unless the project can be swiftly implemented and delivered)
- Eligible applicants include voluntary and community sector organisations, charities, and non-profit associations acting on behalf of the individuals and communities they serve
- The project must be delivered within Derbyshire or Derby City

Community Safety

A range of resources from national/local sources of funding are used to fund community safety initiatives. Examples of how this funding is used include Community Safety Partnerships, Youth Offending services, to support local Crime Prevention and Neighbourhood Community Safety objectives and various 'Watch' schemes. The Commissioner will periodically invite applications from voluntary and community groups and local non-profit making organisations within Derbyshire and Derby City to deliver innovative capital and revenue projects which will leave a lasting legacy for their community.

Testing, Evaluating and Developing

Good commissioning involves the ability to test, evaluate and develop new service models which can streamline services and make them more efficient and improve outcomes for both organisations and service users. The OPCC will facilitate partnerships and co-commissioning opportunities between organisations to help realise and fulfil opportunities. This kind of activity will vary year on year and annual plans are created to summarise the key projects the Commissioning Team are working on.

Priorities & Delivery Plan

The Commissioning and Partnerships Team will collaborate with partners to support initiatives that contribute to the Police and Crime Plan priorities for 2025-2028:

Serious Violence (including Violence Against Women and Girls)

- Support the development and progression of a Violence Against Women and Girls (VAWG) approach and deliver effective interventions in collaboration with the police and other key stakeholders (cross over with Victims and Safeguarding section).
- Develop and deliver an effective programme of prevention and targeted enforcement to address Serious Violence under the Serious Violence Duty with the Police and other key partners.
- Deliver effective Partnership programmes that contribute to the wider Prevention agenda e.g Young Futures Prevention Panels and Youth Endowment Fund leadership programmes.

Supporting Victims and Safeguarding

- Commission and facilitate access to a range of victim support services to enable victims to cope and recover.
- Collaborate with partners to review and strengthen arrangements under the Domestic Abuse Act and consider improvements to the DA pathway and operating model to ensure capacity meets demand.
- Ensure compliance with the Victims' Code of Practice and prepare for the Victims Act Duty to Collaborate, including strategic needs assessment and partnership governance.
- Work with partners to improve understanding of neurodivergence and special educational needs and explore ways to adapt service delivery so that support better meets the diverse needs of victims.
- Explore opportunities to commission and enhance specialist support for victims of sexual violence, including Independent Sexual Violence Advisors (ISVAs) for adults and CHISVAs for children.
- Work with partners to enhance the services provided for stalking victims.

Tackling Anti-Social Behaviour (ASB) and Community Safety

- Work towards the implementation of the ASB Action Plan with partners.
- Participate in national programmes, including seasonal initiatives such as the Home Office Winter of Action/Safe Streets Initiatives.

- Administer funding opportunities through the Safer and Stronger Communities Fund and other targeted grant programmes to support local responses to ASB and neighbourhood crime.
- Implement the review of the Community Safety structures to ensure they are fit for purpose, supporting Community Safety Partnership arrangements and support responsive local actions as appropriate.
- Commission and take oversight of initiatives such as Immediate Justice, Home Office Hotspots, and Safer Streets to reduce ASB and improve community safety.

Neighbourhood Policing

- Assist in effective Neighbourhood policing arrangements by taking opportunities to draw down funding for local initiatives and enhancing resources which assist in Neighbourhood problem solving policing.
- Work alongside partners and communities to strengthen local engagement and co-production with communities.
- Promote the inclusion of lived experience and victim feedback in commissioning decisions and service provision.
- Support local initiatives that build trust and confidence in policing.

Bringing Offenders to Justice

- Support the work of the Criminal Justice Board by contributing to partnership priorities and promoting collaborative approaches.
- Encourage initiatives that improve outcomes for women in the Criminal Justice system, working with partners to identify and share best practice.
- Explore commissioning options for accommodation and support for high-risk offenders to help reduce reoffending.
- Encourage the use of restorative justice provision to support victims and hold offenders accountable.

Drug Dealing and Substance Misuse

- Collaborate with partners to understand and respond to links between drug-related crime and vulnerability.
- Support delivery of actions under local strategic plans aimed at preventing substance misuse and providing exploitation support.
- Commission appropriate services to prevent drug and alcohol related harm with key partners.

