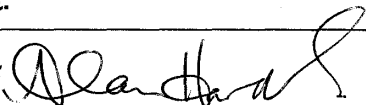


POLICE AND CRIME COMMISSIONER (PCC) FOR LINCOLNSHIRE  
REQUEST FOR DECISION

REF: 015/2013  
DATE: 13 June 2013

<b>SUBJECT</b>		<b>VICTIM CARE UNIT</b>
REPORT BY	DEPUTY CHIEF CONSTABLE	
CONTACT OFFICER	Julie Hogan, Head of Strategic Development Telephone: 01522 558243	
<b>EXECUTIVE SUMMARY AND PURPOSE OF REPORT</b>		
To implement an enhanced victim care service via the introduction of a Victim Care Unit and 'Track my Crime' internet facility.		
<b>RECOMMENDATION</b>	<i>To approve funding for an 18-month trial of a Victim Care Unit and 'Track my Crime' facility</i>	

<b>POLICE AND CRIME COMMISSIONER FOR LINCOLNSHIRE</b>	
I hereby approve the recommendation above, having considered the content of this report.	
Signature: 	Date: 13/06/13

**A. NON-CONFIDENTIAL FACTS AND ADVICE TO THE PCC**

**A1. INTRODUCTION AND BACKGROUND**

1. In response to national evidence that the Victims Code of Practice is not delivering appropriate support for victims and witnesses, the Ministry of Justice document "Getting it right for victims and witnesses" states "*prioritising help to the right people is essential, but a major part of the reform that's needed revolves around greater clarity about what is to be delivered and how it is to be delivered*".
2. Lincolnshire Police developed a Crime Helpdesk facility in 2008 which was positively received by victims of crime and resulted in an improvement in victim satisfaction and public confidence levels. Following force restructure in 2011 the facility ceased and satisfaction levels have declined since then.
3. The implementation of a Victim Care Unit, taking the best practice identified from the Crime Helpdesk and combining it with current victim care services, is designed to regain the high levels of victim satisfaction and public confidence.
4. As this is a new concept for LP/OPCC, the Chief Executive has suggested that the introduction of this team of staff could be seen as a trial throughout the remainder of the CSR to see if it is effective (until March 2015). Dave Owen is agreeable to employing staff on a fixed term contract basis for this time period and this would

allow for development of staff who are skilled as both Victim and Witness care specialists.

5. It is suggested that a formal evaluation is completed by G4S on a quarterly basis throughout this 18-month trial to provide an evidence base for its continuation or not.

## **A2. LINKS TO POLICE AND CRIME PLAN AND PCC'S STRATEGIES/PRIORITIES**

The provision of a Victim Care Unit complements the Commissioner's commitment to the public, to place a greater emphasis on victims within Lincolnshire. It will also assist Lincolnshire Police in its transformation programme to improve overall service to the people of Lincolnshire.

It will help improve trust and confidence with the public and demonstrate that at the heart of policing in Lincolnshire is the aim to reduce crime and make people feel safer.

## **B. FINANCIAL CONSIDERATIONS**

The cost of the 18-month trial equates to £109,000 (to fund 3 members of staff and technology to support Track my Crime).

The cost of this 18-month trial has been discussed at the Resource Governance meeting on 26<sup>th</sup> April 2013 as part of the outturn carry forward for 2012/13. Following this meeting, the decision was taken (1<sup>st</sup> May 2013) to combine all carry-forward bids into a Performance and Productivity Reserve with business cases for specified schemes to be submitted, this included the Victim Care Unit. The business case has been approved by Service Improvement and Transactional Management Boards. Approval is now required to release £109k from reserves (full 18 month effect).

## **C. LEGAL AND HUMAN RIGHTS CONSIDERATIONS**

*[This should include the legal powers the PCC has for making the decision]*

The PCC is responsible for setting the budget for policing, including budget for projects.

## **D. PERSONNEL AND EQUALITIES ISSUES**

Personnel and equalities issues have been considered in the development of the business case (included at part 2).

## **E. REVIEW ARRANGEMENTS**

The service will be regularly reviewed throughout the trial and reported to the Transactional Management Board and Force Transformation Board.

## **F. RISK MANAGEMENT**

Management of risk in relation to this trial will be undertaken via the Transactional Management Board and Force Transformation Board.

## H. PUBLIC ACCESS TO INFORMATION

Information in this form along with any supporting material is subject to the Freedom of Information Act 2000 and other legislation. Part 1 of this form will be made available on the PCC's website within one working day of approval. However, if release by that date would compromise the implementation of the decision being approved, publication may be deferred. An explanation for any deferment must be provided below, together with a date for publication.

<p><b>Is the publication of this form to be deferred?</b> No</p> <p><b>If Yes, for what reason:</b></p> <p><b>Until what date:</b></p>
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Any facts/advice/recommendations that should not be made automatically available on request should not be included in Part 1 but instead on the separate part 2 form.

<p><b>Is there a part 2 form?</b> Yes (Business Case)</p> <p><b>If Yes, for what reason:</b></p> <p>Document is classified as Restricted.</p>
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### ORIGINATING OFFICER DECLARATION

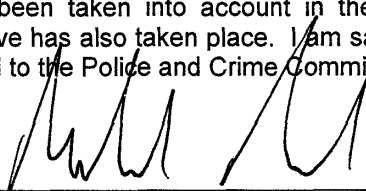
	Tick to confirm
Originating Officer: DCC Wood recommends this proposal for the reasons outlined above.	✓
Financial advice: The PCC's Chief Finance Officer has been consulted on this proposal.	✓
The CC's Chief Finance Officer has been consulted on this proposal.	✓
Monitoring Officer: The PCC's Monitoring Officer has been consulted on this proposal	✓
Chief Constable: The Chief Constable has been consulted on this proposal	✓

**OFFICER APPROVAL**

**Chief Executive**

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. Consultation outlined above has also taken place. I am satisfied that this is an appropriate request to be submitted to the Police and Crime Commissioner for Lincolnshire.

**Signature:**



**Date:** 13/6/13