

For public release

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

**REF: 022 / 2020
DATE: 1 SEPTEMBER 2020**

CASE MANAGEMENT SYSTEM – VICTIM LINCS INDEPENDENT SERVICE ASSESSMENT AND QUALITY MARK – VICTIM LINCS	
SUBJECT	
REPORT BY	CHIEF EXECUTIVE
CONTACT OFFICER	Suzanne McLardy, Service Delivery Manager Telephone 01522 947225
EXECUTIVE SUMMARY AND PURPOSE OF REPORT	
<p>To approve funding to implement a standalone Niche environment for use as a Case Management System by Victim Lincs. An options paper produced by Tech Futures has been reviewed and the preferred option which provides the specified requirements for Victim Lincs is the most cost effective. This is indicatively costed at £36,055.43</p> <p>To approve funding for the registration and completion of the ‘Victims Choice Quality Mark’ for Victim Lincs. The Quality Mark will demonstrate the service has been independently assessed and will increase public confidence in the service provided by Victim Lincs. The cost for the quality mark is £7200.00 inc VAT.</p>	
RECOMMENDATION	<ul style="list-style-type: none">• To approve funding for the implementation of a standalone Niche environment for use as a Case Management System.• To approve funding for the registration and completion of the Victims Choice Quality Mark by Victim Lincs
POLICE AND CRIME COMMISSIONER FOR LINCOLNSHIRE	
I hereby approve the recommendation above, having considered the content of this report.	
Signature: 	Date: 1 September 2020

A. NON-CONFIDENTIAL FACTS AND ADVICE TO THE PCC

A1. INTRODUCTION AND BACKGROUND

1. Police and Crime Commissioners have responsibility for putting in place arrangements to support victims of crime. A grant is provided by the Ministry of Justice each year to fund support services, although in Lincolnshire this is combined with local community safety grants made by the Police and Crime Commissioner, domestic abuse services funded by the County Council, sexual assault referral centres commissioned jointly by NHS England and the Police and Crime Commissioner, and Rape Crisis Centres funded by the Ministry of Justice.
2. In 2017 the PCC commissioned the development of a new Victims' Strategy, needs assessment and new model for the delivery of victims' services. This included consultation with victims and service providers, as well as analysis of business processes, evidence and data. A key principle arising from this work was the importance of a streamlined and integrated service that supports victims throughout their journey.
3. This led to the in-house Victim Lincs service being established by the PCC to provide free and confidential support and guidance to anyone living, working or studying Lincolnshire affected by crime. Case officers make initial contact with victims and complete comprehensive needs assessments.
4. Victim Lincs require a dedicated case management system to effectively manage cases, monitor performance in line with Ministry of Justice reporting requirements and to ensure repeat victims are readily identified and supported effectively.
5. An independent assessment of Victim Lincs and an award of a Quality Mark will provide external assurance of the standard of service for victims of crime in Lincolnshire and will lead to increased public confidence in the service.

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

The implementation of the case management system and achieving the Victims Choice Quality Mark will help to deliver the strategic aims and priorities set out in one of the key principles of the Community Safety, Policing and Criminal Justice Plan for Lincolnshire 2017-2021; Protecting and supporting victims and the vulnerable.

The PCC is committed to ensuring support services can be continuously improved to meet commissioning needs.

B. FINANCIAL CONSIDERATIONS

Provision for the proposals set out in Appendix A to the report was made in the Revenue budget for 2020/21 approved on 20th February 2020 (report ref 003/2020).

C. LEGAL AND HUMAN RIGHTS CONSIDERATIONS

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

Section 143 of the Anti-social Behaviour, Crime and Policing Act 2014 provides Police and Crime Commissioners with powers to provide or commission services.

Within the meaning of this section, a PCC may provide or arrange for the provision of:

- (a) services that in the opinion of the PCC will secure, or contribute to securing, crime and disorder reduction in the PCC's area
- (b) services that are intended by the PCC to help victims or witnesses of, or other persons affected by, offences and anti-social behaviour
- (c) services of a description specified in an order made by the Secretary of State.

D. PERSONNEL AND EQUALITIES ISSUES

None specific.

E. REVIEW ARRANGEMENTS

Review and evaluation arrangements will be put in place to assess whether intended outcomes have been achieved.

F. RISK MANAGEMENT

Through the review and evaluation arrangements as necessary.

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.

Is the publication of this form to be deferred? No

If Yes, for what reason:

Until what date:

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.

Is there a part 2 form? No

If Yes, for what reason:


ORIGINATING OFFICER DECLARATION

	Initial to confirm
Originating Officer: The Service Delivery Manager recommends this proposal for the reasons outlined above (initialled by the SDM).	SM
Financial advice: The PCC's Chief Finance Officer has been consulted on this proposal.	JF
Monitoring Officer: The PCC's Monitoring Officer has been consulted on this proposal.	MB

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: 1 September 2020