

FOI 2019-161

I write in connection with your request for information dated 11 February 2019 concerning the commissioning approach for the victims of crime and anti-social behaviour contract which was advertised in September 2018.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requester. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Following receipt of your request, searches were conducted within the Office of the Police and Crime Commissioner (OPCC). I can confirm that the information you have requested is held by the Police and Crime Commissioner.

You wrote:

I am making a request under the Freedom of Information Act and would like to be provided with all notes pertaining to the decision to split the children and young people's support service from the adults' support service for victims of crime and anti-social behaviour in Wiltshire that led to the contract being brought to tender by the Office of the Police and Crime Commissioner of Wiltshire in September 2018, under the contract title 'Support Services for Victims of Crime and Anti-Social Behaviour in Wiltshire and Swindon'. Please supply this information via email to this address.

Response:

The decision regarding the commissioning approach was focused on the best way to meet local need and improve future services. As the contract for the victim support service was ending, a commissioning cycle was initiated and a group called the Victim Services Development Group was tasked with researching and evaluating evidence and best practice in relation to victims support services in order to establish options for future services.

The key areas for improvement identified during the commissioning review included:

- Ensuring that all victims are identified, risk assessed and offered victim services as appropriate.
- Improving the promotion and function of the Horizon victim and witness care unit as a central co-ordinating hub for victim support referrals.
- Improving services available for the most complex and vulnerable victims, and victims of the most serious offences.
- Providing practical and emotional support to all victims as required and advocacy for victims with other agencies.
- Providing services specifically designed to work with young victims and their families (young people accounting for 50% of victims of crime in Wiltshire and Swindon).

The collected evidence indicated the advantages to developing targeted services: one for those under the age of 18 and another for those aged 18 and over. This was particularly highlighted in work with strategic statutory partners, aimed at improving service pathways for people, and achieving priority referral routes between associated specialist support services.

An options paper was developed from this work and was considered by the Police and Crime Commissioner on July 30th 2018 at the Commissioning Monitoring Board. The decision to develop bespoke services for young victims of crime was taken at that point.

Excerpts of text pertaining to the commissioning decision have been collated and attached from the following documents:

- Victim Services Development Group Minutes September 20 2017
- Victim Services Development Group Minutes November 2 2017
- Victim Services Development Group Minutes January 8 2018
- Victim Services Development Group Minutes February 8 2018
- Victim Services Development Group Minutes Away day June 6 2018
- Commissioner's Monitoring Board Minutes July 30 2018