

**Report on Victims Care for Avon & Somerset Police & Crime Panel – Cllr. Lisa Brett**

Introduction

This document sets out the OPCC's intentions with regard to the care of victims in Avon and Somerset, this includes

- New integrated victims care teams
- New services to victims of unreported crime
- A new approach to the commissioning of services

Appendix 1. demonstrates the support pathway for victims.

1. Integrated victim care team (IVCT)

On behalf of the OPCC, Avon and Somerset Constabulary have been working on the introduction of new IVCT's, to be launched in October 2014. The IVCT's will bring together all the victim contact functions in the Police service, co-located with partners, to provide more coordinated, end-to-end care for victims.

The IVCT will guide a victim through their journey from first point of contact with the police, through the investigation and on to the end of the criminal justice process. This is intended to simplify the landscape for victims.

Located in 3 hubs (Bristol, the North East and Somerset), the IVCT will be responsible for;

- conducting a full and detailed common needs assessment for victims, to identify and put in place

appropriate support pathways from an early stage. The IVCT will be coordinating referral to specialist support services as required.

- ensuring close working relationships with commissioned service providers for victims. Co-location will be considered where appropriate, and secure data sharing maximised to ensure the Police, CJ Partners and support service providers can effectively work together.

## 2. Unreported crime

As required by the EU, the OPCC will ensure all victims have access to support, regardless of whether or not they choose to report to the police. Support will include an online victim 'service directory', a victims telephone help-line, and a common needs assessment tool for use by providers of commissioned services

## 3. Commissioned services

The OPCC intends to commission

1. A single baseline service to support the emotional needs of all victims of crime and ASB
2. Specialist support services where there is a clear rationale,

The OPCC have mapped existing commissioned service provision in the force area and this information has been used to inform discussions about the future commissioning of support services. The Commissioning intentions of the OPCC and the Victims Needs Assessment have been published, as covered in the PPCs report.

A key feature of the OPCC commissioning specification is a requirement for all support service providers to ensure they are accessible to victims, through initiatives that ensure they build a strong presence in their local communities and encourage victims to come forward and seek help.

Appendix 1. Victims access path.

