



WEST YORKSHIRE POLICE AND CRIME PANEL

10th March 2017

PCC FEEDBACK ON RECOMMENDATIONS IN PANEL'S VICTIM AND WITNESS COMMISSIONING SCRUTINY REVIEW

Introduction

In August 2016 the West Yorkshire Police and Crime Panel published their review of the PCC's commissioned services. The Review identified 14 recommendations and asked that an update against these be provided to Panel in six months' time.

The table below provides each of the recommendations and the actions that have been taken. Work will continue to be progressed overseen by the PCC's Commissioning Group and a further report back to the Panel.

Table: Actions against recommendations made with the West Yorkshire Police and Crime Panel's review into PCC commissioning.

	Recommendation	Actions taken
1	The PCC, together with partners, should evaluate the mechanisms for raising awareness of the minimum requirements as outlined in the revised Code of Practice for Victims of Crime.	<p>The Victim and Witness Group of the Local Criminal Justice Board (LCJB) monitor compliance of police and PCC of the Code of Practice for Victims of Crime and reports back to the LCJB Executive.</p> <p>The Help for Victims website continues to provide detailed information on the Code of Practice for Victims of Crime. Visitors to the site are able to ask questions and receive a response. A review of the website to ensure its effectiveness is due to take place early in 2017/18.</p>
2	The PCC should ensure that there is a golden thread referring to the Police and Crime Plan which runs through all documentation relating to the commissioning of services for victims and witnesses.	<p>Supporting victims and witnesses is a key outcome within the newly published Police and Crime Plan 2016-21.</p> <p>All service specifications make the key link(s) across and all decision papers presented to the PCC are also required to identify those links.</p>
3	The PCC, together with partners, should explore the possibility of opening a Victims' Hub in a central location in Bradford,	<p>There is now a victims hub in:</p> <ul style="list-style-type: none"> • Britannia House, Bradford for part of the week

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	Calderdale and Kirklees.	<p>supplemented with outreach services</p> <ul style="list-style-type: none"> In partnership with the CSP a victim's hub was launched early in 2017 at Brian Jackson House, Huddersfield. <p>Preliminary discussions are being held with Calderdale.</p>
4	The PCC should facilitate a national agreement on mutual aid for services for victims of crime.	No action to date
5	The PCC, together with partners, should accelerate the work being undertaken to develop video link facilities available to victims and witnesses; particularly in Wakefield and Calderdale due to the court closures.	Project continues its planning through the Local Criminal Justice Board. The Victim and Witness Group are taking this forward as a major area of work and feedback to the Board. Good progress is being made in both Wakefield and Calderdale.
6	The PCC, together with West Yorkshire Police, should increase engagement with service providers and referral points to ensure victims and witnesses are referred to the appropriate services. In particular, the PCC should work with West Yorkshire Police and service providers to develop a West Yorkshire-wide protocol on the referral process around conditional cautioning.	<p>Discussion between operational police and OPCC have taken place with a focus on appropriate services available on a countywide basis.</p> <p>Further work is ongoing prior to presentation to the PCC and CC</p>
7	The PCC should ensure a full evaluation of the Help for Victims website and investigate the possibility of having a live webchat facility.	First discussions with PNLD have taken place to enable an evaluation of the site and its future developments.
8	In line with many other public sector bodies, the PCC should introduce three-year contracts with an annual finance and outcome appendix.	There is an intention, where appropriate, for newly commissioned services to have longer-term contracts with break clauses and options for extension. The Ministry of Justice have continued to provide annual funding decisions for 2017/18.
9	The PCC, together with partners, should develop a shared understanding of local priorities to ensure better aligned commissioning and explore all opportunities for co-commissioning across West Yorkshire.	Priorities within the Police and Crime Plan 2016-21 take into account the priorities of police and community safety partnerships. Co-commissioning will be considered for each procurement exercise.
10	Where appropriate, the PCC should consider including a weighting based on local knowledge as part of the tendering process.	Service delivery will be weighted – which may include local knowledge if essential to ensuring outcomes are met. The technical questionnaire always includes a section which seeks how potential providers will meet the requirements of the Social Value Act.

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11	The PCC should coordinate / commission specialist training for partners to enable them to better support victims and witnesses.	It is recognised that training at county-wide level is likely to delivery costs benefits. Training is to be included within the VAWG Transformation Fund bid for West Yorkshire.
12	The PCC should support the development of robust contract monitoring arrangements proportionate to the size of the contract.	Progress has been made. A Senior Contract Officer is in post. All contracts are monitored and managed. Larger contract providers meet with commissioning officers on a quarterly basis. The Commissioning Group discusses performance exception report updates.
13	The PCC should develop bespoke contract monitoring arrangements for larger contracts (>£50k) and ensure that both quantitative and qualitative data are analysed and evaluated.	Both qualitative / quantitative data is collected on a quarterly basis with detailed discussion between provider and OPCC officers.. Evaluation is currently limited due to lack of sufficient resources to fulfil, however, the Choices programme is to undergo an interim evaluation of the first 12 months of operation in the near future.
14	The PCC should consider adopting the Outcomes Star methodology for larger contracts.	A new methodology on gaining victim feedback is being used to assess satisfaction following interventions for the PCC's largest contract(s). The Office also draws on the survey conducted by West Yorkshire Police. The Ministry of Justice is currently holding workshops on the identification of victim outputs and outcomes. Two OPCC officers are due to attend in mid-March.

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