| Logo, icon  Description automatically generated**Type** | **Initiative/****Organisation** | **Description** **PFCC Commissioned Services**  | **Contract Details (Value per annum/ contract end date)** | **Outcomes & Impacts** |
| --- | --- | --- | --- | --- |
| **All crimes** | Victim Support | **Practical and emotional support and advocacy with other services, including support through the criminal justice system** for all types of crime including fraud, burglary, theft and sexual and domestic abuse. Support is provided regardless of when the crime happened or if it has been reported to the police. This team includes the IDVAs, ISVAs and IDSVAs.IDVAs (and IDSVAs where there is a sexual violence element) conduct risk assessments, provide safety planning and practical support or advocacy in the crisis period, working with MARAC where high risk.**Live Chat**- 24/7 online chat via their website **24hr Supportline** 08 08 16 89 111**My Support Space-** Online support guides – including coping strategies, trauma and sleep **Male IDSVA**- Support for male DA/ SV victims through a male support worker, promotion of the service for men**Health IDSVA**- Based at Cumberland Infirmary- providing support on-site for victims of domestic abuse who are accessing services, helping to encourage more people to access support | £994,502Ends March 2024£55.2k Ends March 2025£48.5kEnds March 2025  | * 100% of survey respondents satisfied with the service received (as a victim)
* 80% of service users reported an improvement in their ability to cope with aspects of everyday life (non-ISVA/ IDVA clients)
* 75% reported an improvement in feelings of safety (non-ISVA/IDVA clients)
* 87% of IDVA clients felt safer and 79% felt their quality of life had improved by the end of support
* “I do strongly believe I’m almost half way to recovery
* and that’s very much thanks to you!!” (ISVA service user)
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| **DA/DV perpetrators and victims** | Victim Support | **Turning the Spotlight**A voluntary group programme for perpetrators of domestic abuse, aimed at preventing negative behaviours. It includes support for victims and a programme for parents to help understand and avoid the impact in children of witnessing domestic abuse. **They Matter**A voluntary programme working with high-risk/ high-harm perpetrators of domestic abuse, combing group and one-to-one work.  | £255,569 (TTS)End March 2025£200,352End of March 2025 | **TTS*** 100% of participants responding reported an improvement in their understanding of healthy relationships
* Both perpetrators and victims report an improvement in their ability to deal with problems, think clearly, make up their own mind and be close to others between the start and end of the programme (reporting an average improvement against the measurement scale used)
* ‘It would be beneficial for every couple to do, it helps you to take a step back and realise if you are treating people badly or if you are being treated badly’
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| **Sexual Abuse, Assault & Rape** | The Bridgeway  | **‘Front door’ to support services-** 24/7 helpline for any survivor or friend/ relative including crisis telephone advice and onward referral**SARC (Sexual Assault Referral Centre)** – forensic examination service including self-referrals from age 16, sample storage and anonymous sample testing, supported by crisis workers.**Independent Sexual Violence Advisor service (ISVA’s)** as part of the Victim Support serviceEmotional and practical support, advocacy with other services, support through the criminal justice system, for recent and historic victims.**Therapeutic services:****Safety Net (North and West Cumbria)** **Birchall Trust (South Cumbria)** Pre-trial therapy (including understanding the impact of trauma and coping mechanisms); trauma therapy through child and adult therapists. | £459,560 Ends March 2026Included in Victim Support main contract (see above)£135,567Ends March 2024 | * **SARC:** High level of satisfaction of service users [I don’t have the data on satisfaction as we aren’t the contract manager and NHSE didn’t share it from the last meeting- we could get this directly if needed from Donna Cardell; we won’t get data on impact as it’s an immediate service at crisis point]
* **ISVA:** For the ISVA service, service users consistently report an improvement in their well-being (64% of those who responded).

“I do strongly believe I’m almost halfway to recovery and that’s very much thanks to you!!” (ISVA service user)**Therapy (Safety Net):** 89% of service users with a planned closure to support reported an improvement in health and well-being, 87% felt better able to cope with everyday life and 77% felt safer (2021-22 service users). Feedback on experiences of using the services is also overwhelming positive (at **100%** for planned closures for the therapeutic service). “They honestly, probably, saved my life… I honestly do believe that I would not be here today if it wasn’t for the service they provided.” (Birchall Trust service user) |
| **Domestic Abuse** | Victim Support | **Children and Young Person’s Domestic Abuse Service**Provides a programme of support for children/ young people who have or are still witnessing domestic abuse, including coping mechanisms, building confidence, and understanding healthy relationships.  | £354,398Ends March 2025 |   |
| **Women Offenders****Victims of DA****Any vulnerable women in need of support at risk of offending or victimisation**  | Women Centres | **South** Women’s Community Matters - Barrow* Drop in activities
* 1:1 support
* **Personal development courses Beautiful Women, Beautiful Me**

**North** Gateway 4 Women, Carlisle* Support appointments
* Social activities
* Personal development courses
* Bongo’s coffee bar
* Luna nails

**West**  Gateway 4 Women West * offer 1:1 support appointments
* social activities
* personal development courses.

The centres carry out an assessment of need and refer individuals onto relevant courses, such as:**Pause for Thought** – young women 12 to 19 building on self-esteem and confidence especially for young women experiencing mental illness, DA, Drugs, Alcohol and criminality **Petals programme** - vulnerable women who are known to the police or are at risk of offending. 1-2-1 support women aged 16 and over eg: housing, food, warmth, medication and family support and clothes bank.**Time for Thought -** Available in the South, 8 to 12 week programme working with young males who exhibit over sexualised behaviour, anger management issues, drugs and alcohol, DA  | Year 1:£90,0002022/23Year 2:£90,0002023/24Year 3:£90,0002024/25TOTAL:£270,000 | * Reduce the number of women at risk of offending or re-offending
* Improved community-based options for those diverted from prosecution & courts
* Women have access to support services including more gendered specific interventions, removing barriers to access.
* Reduction of victimisation of women through access to domestic abuse support, thereby reducing family disruption & breakdown, resulting in a reduction in youth offending & child protection orders.
* Adopt an outreach approach & be flexible to work with women
* Be proactive & persistent in engaging with women
* Take account of women’s previous history of abuse
* Enable women to step down from support by providing interventions that support recovery & enable a safe transition through the care pathway.
* Increased levels of self-esteem & confidence with women better equipped to lead constructive & responsible lives.
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| **Victims of DA****Also provides support to men** | West Cumbria Domestic Violence Support (Freedom Project) | Over 22 years, The Freedom Project have supported over 10,000 individuals. Their work helps: survivors to move on and avoid future abusive relationships; perpetrators to change their behaviour and cease to abuse; children and young people to recover from the trauma of living with domestic and sexual abuse.In West Cumbria, rates of domestic abuse are five per cent above the national average and referrals to The Freedom Project service are increasing. The Freedom Project provides advice, information, guidance, and one-to-one and peer group mentoring. This is designed to help make long-term and lasting changes to people’s lives. The ultimate aim is that they and their children can live free of the traumas of abuse, with improved self-esteem, and self-confidence.In addition to this, The Freedom Project also works with perpetrators as well as survivors, family members, and children. It’s all about trying to break the cycle. Often, perpetrators have witnessed abuse when they were children. And their children may go on to replicate the behaviour | 1st April 2022 – 31st March 2025 Contract worth is £121,073.79Each year of funding is £40,357.93 | Stats from 2019:567 Clients supported463 adults and 104 children included in our active clients504 hours of group work for victims and children2190 hours of 1-1 professional counselling plus 310 hours of voluntary professional counsellingOutcomes:* It’s all about trying to break the cycle. The unique dynamic of domestic abuse is that those involved often love each other. They might have children together. It can be very difficult to seek help and challenge someone’s behaviour if you share these deep bonds. But it can also provide an incentive to change.
* Their ultimate aim is that victims and their children can live free of the traumas of abuse, with improved self-esteem, and self-confidence. And our overarching objective is to break the repeat cycle of domestic abuse.
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| **Victims of crime Mediation** | Remedi  | **Restorative Justice (RJ)** Provides victims of crime and the offender responsible opportunities to communicate with the support of a trained practitioner using restorative approaches and mediation. | **Year 1:**01/04/22 – 31/03/23£129,500**Year 2:**01/04/23 – 31/03/24£130,000**Year 3:**01/04/24 – 31/03/25£130,000**TOTAL:**£389,500 (option of +1 2025/26 £130,000 & +1 2026/27 £130,000) | From Contract Closure report 2020 -2022:* 100% of the victims who completed/returned the evaluation form expressed satisfaction with the service received.
* 82% had increased feeling of safety after RJ
* 78% had increased feelings of greater wellbeing
* 86% had greater confidence in CJS
* 98% would recommend RJ to others
* Only one complaint received during the life of the contract and this related to a victim not understanding/accepting the limitations of the service ie - we cannot 'make' an offender engage in RJ.

 Case study:* “The change in how the victim presented from the start to finish of the RJ was noticeable. In the first meeting she appeared very shy/timid and scared of what the offender may potentially say to her questions. At the end she appeared more relaxed, as if a weight had been lifted off her shoulders.

Positive feedback was also provided by the victim of her RJ experience, explaining how much better she is coping since taking part in RJ and asking the offender questions she had wanted answering for years.”  |
| **Neighbourhood disputes/ASB mediation** | Remedi | **Restorative Justice (RJ)** provides the opportunity to resolve neighbourhood disputes and antisocial behaviour before they escalate into crime, and help to rebuild relationships within the community. | **Year 1:**01/04/22 – 31/03/23£129,500**Year 2:**01/04/23 – 31/03/24£130,000**Year 3:**01/04/24 – 31/03/25£130,000**TOTAL:**£389,500 (option of +1 2025/26 £130,000 & +1 2026/27 £130,000) | From Contract Closure report 2020 -2022:* 100% of the victims who completed/returned the evaluation form expressed satisfaction with the service received.
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| **Youth related ASB (part of Safer Streets 4)** | Remedi | The project aims to increase the capacity for mediation and restorative processes services so issues with youth anti-social behaviour can be referred to a dedicated youth related ASB caseworker.  The caseworker will work with victims to identify needs and together create a support plan to enable victims to cope and recover from events, working with other organisations where necessary. | Part of SSF4. £55,171.50 up to 30th September 2023. | * The practitioner will provide 20 hours of service per week.
* Referred persons to be contacted within 5 days of referral.
* Service will be delivered for a minimum of 25 individual referrals within the funding period.
* Referred persons will receive a minimum of one phone call or contact per week.
* Cases will be open for up to 8 weeks.
* Individual referrals will have an exit plan for ongoing support if needed.
* Each contact with a referred person is classed as an intervention.
* Individuals will feel safer within 8 weeks of interventions.
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| **Intelligence Gathering Service**  | Crimestoppers  | Support the funding of Crimestoppers Northwest and North Wales Regional Manager post. The post holder will work closely with the Office of the Police & Crime Commissioner for Cumbria and partner organisations to understand the issues and need across the county to inform and deliver targeted campaign activity, encouraging people to anonymously report information that will help make their communities safer. The post holder will provide marketing and communications expertise and develop supporting information and materials such as campaign artwork and social media creatives for the Police & Crime Commissioner and strategic partners. In addition, the post holder will drive local volunteer activity, and seek to secure funding to support the development and delivery of hard-hitting local campaign activity. | 1st April 2023 – 31st March 2024£10,300 | * The public will have a safe method of reporting their concerns anonymously either by phone or online.
* The anonymous reports will be sent to the relevant authority with the legal responsibility to investigate potential crimes.
* Crimes will be investigated, where possible offenders will be charged making communities feel safer.
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| **Crime prevention/target hardening** | Keep Safe | **crime prevention advice** to all victims of crime to reduce the likelihood of them becoming re-victimised and help them to feel safe within their homes. Crime prevention equipment may be available depending upon circumstances.  | Negotiated yearly. Current MOU provided £30,000 and ends 31st March 2024. | * Crime prevention advice will be available for all victims of crime.
* Home security surveys will identify potential weaknesses in security.
* Where appropriate crime prevention equipment will be provided for the resident/housing provider to install.
* When necessary, crime prevention equipment will be installed by Constabulary commissioned fitters.
* All work is subject to a need and risk assessment.
* Impact – victims will feel safer in their own homes.
* 546 victims received a Keep Safe service from the Constabulary’s Crime Prevention Officers in the calendar year 2022.
* All dip sampled cases are positive, victims report increased feelings of safety following Keep Safe.
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| **Cybercrime** | Get Safe Online | **Online Safety advice** to help protect people, finances, devices and businesses from fraud, abuse and other issues encountered online. | Nov 2021 – Sept 2024 £33,000 | * Reduce the risk posed to young people being targeted online from serious and organised crime gangs, including exploitation and fraud.
* Young people have a clearer definition on what constitutes as sexting and the risks involved – measured by a before and after survey at the engagement
* Reduce the risk to adult and elderly members of the community from cyber criminals, hacking, scam emails, fraud by upskilling public, business, staff and community groups.
* To introduce at least one cyber ambassador in each TPA to help raise the profile of cyber-crime
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| **Early intervention for Children**  | Barnardo’s  | **RISE** – Early intervention mentoring service for 10–17-year-olds across Cumbria who are on the cusp of offending.  | April 2022 – 2024(Option of an additional year)Contract amount is £289,596.96(With option of third year total is £439,596.96) | * Service Users will have one or more of the following: improved - self-esteem, motivation, confidence, emotional health and well-being and are supported to make positive life choices.
* A reduction in the level of harm committed or experienced.
* Reduction in the number of entrances into the youth offending system (diverting children away from the criminal justice system, preventing the criminalisation of children)
* Increase school attendance and reduction in school exclusion.
* More children in employment and training.
* Improved relationships and increased engagement with other support Organisations.
* Reduction in children missing from homes.
* Improved experience of family life and healthy relationships (the child and their family)
* Evidence of collaborative working and integration of services.
* Identification and communication of wider themes or pattern of concern that other agencies can work to address.
* Reduction in police calls for service / demand.
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| **Victims of road crime** | Brake | To provide bereavement packs via FLOs and specialist support for bereaved and seriously injured road crime victims.  |  | * Continue to distribute bereavement packs to Cumbria Constabulary
* Actively engage with all PCC commissioned victims’ services to provide information about Brake’s services for road crash victims and encourage referrals to Brake
* Maintain regular contact with a dedicated point of contact within the Constabulary to:
* check stock levels of bereavement guides
* ensure distribution protocols are being followed
* address any distribution issues
* collect feedback
* Continue to promote good FLO practice and awareness of Brake’s services among police
* Continue to maintain an effective helpline support service
* Continue to monitor the level of emotional, practical and procedural information and advice that is provided in Cumbria
* Co-ordinate signposting and referral pathways to specialist and local support, counselling and information services
* Encourage referrals from PCCs and victim support hubs
* Ensure appropriate links are maintained between PCC and victim liaison websites and the Brake support service web pages
* Continue to develop our understanding of services provided by victim liaison agencies in each area to encourage appropriate joined up working and referrals to these agencies.

Families linked to 23 fatal road traffic collisions supported in 2022. |
| **Children who are violent towards parents/ carers****\*Looking to feed this work into Turnaround Service – NB to have discussions with Council\***  | Restorative Solutions | **Step Up**: Restore Families Child/ Adolescent on Parent Violence Programme A voluntary parental/ carer education and child coaching programme to for 10–17-year-olds and their families reduce violence towards parents/ guardians. Delivered face-to-face (Barrow, Carlisle, Workington) or virtually in family sessions, with additional parent support over the telephone/ text if required; usually lasting 8 weeks.  | £83.2k (for 12 months)(County Council funding)Ends December 2023 | * 36% of participants were involved with the police afterwards, compared with 51% before (most recent evaluation)
* Over 80% of parents and young people reporting an improvement in their family relationships and health and well-being at the end of the programme.
* ‘I think we're all communicating better, F is calmer, more willing to listen, has taken responsibility and trying to be better.”
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| **Children who have taken or shared nude / indecent images****\*Currently the contract is an invitation to quote stage\*** | TRAC Psychological | PAKMAN – Sexting InterventionA one-to-one intervention for young people who have taken and/ or shared a nude image, as early intervention where there is a perceived risk of repeat incidents (e.g. underlying vulnerabilities). The programme covers awareness of the impact of indecent image taking/ sharing and online safety. A key focus is on helping young people better regulate emotions, deal with stress/ peer pressure etc and communicate better with parents/ carers to address underlying factors know to make it more likely for them to take or share images. It includes a parent programme. | TOTAL:16/10/23£19,600 | * 83% of young people engaging in the pilot had no further offending/ safeguarding concerns; only 1, with complex needs, was involved in further sexting.
* 83% of young people agreed that they understood the impact of taking or sharing images following the intervention
* 78% of young people agreed they would know what to do if faced with a situation where someone asked them to take or share an image
* 70% of parent/ carer participants felt more confident to talk to their young person about taking or sharing nude pictures
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| **1CLiC** **\*Contract being extended with help from Serious Violence Duty funding – Expanding service into Carlisle\*** | The Well Communities  | The programme identifies vulnerable people who are most at risk of being approached by drug gangs, supports them to move away from potential criminal behaviour and make positive life decisions. 1CLIC encourages long lasting behavioural change and supports the recovery of those who are already using drugs.1CLIC, funded by Cumbria’s Police and Crime Commissioner, Peter McCall, sees Cumbria Constabulary working in partnership with The Well Communities, an organisation that supports those who are recovering from addiction through counselling, peer mentoring, social activities, and other practical services such as housing and employment support. | Year 1: 2022/23 £59,472Year 2: 2023/24 £58,589TOTAL:£118,061 | * Initial increase but ultimate reduction in substance misuse service users – Service Provider data.
* Reduction in drugs demand – Police Intelligence; Service data.
* Reduction in County Lines activity – Police / crime data.
* Reduction in consequential crime and threat – Police / crime data.
* Increase in diversionary / rehabilitative service users (linked to CL) – Service data.
* Increased community engagement – Satisfaction survey.
* Increase in disruptive preventative activity in identified ‘hot spots’
* Increase in effective prevent activity following enforcement activity - Police data
* Improving lives – satisfaction data
* Reducing calls for service
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| **Pathways** | Remedi | Pathways is an adult out of court disposal with an offender management programme. This offers reparation for the victim and rehabilitation for the offender. Pathways has a dedicated team of Pathways Support Workers, who identify the root cause(s) of offending, refer to prescriptive programmes whilst addressing underlying vulnerabilities and/or issues with appropriate partner agencies.Pathways programme improves the quality of service for victims, increasing their engagement and participation in the out of court disposal process. Some of the benefits of Pathways include offenders facing swifter consequences for their actions, addressing the root cause of offending and achieving better outcomes for victims.  | Year 1: 196,600 2021/22Year 2:216,300 2022/23Year 3:220,4002023/24TOTAL: £633(Option of further 2 years which would total to £1,074,100) | Statistics (June 2021 – October 2022)* 406 offenders completed the programme
* 75% have not reoffended
* 17% failed rehabilitation condition
* 8% open referrals
* 98% of participants reported there had been improvements in their needs assessment
* Testimonials:
* ‘I have struggled and it’s not always easy, so the support I needed is exactly what I was given. Hopefully the services can continue to make me the best I can be in life’
* ‘Feel as if it’s a lifeline’
* Howard League winner in community award (Nov 2022)
* Horizon scanning: Forthcoming changes to legislation April 2023 but Pathways is in a good position to accommodate new statutory requirements
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