

**LANCASHIRE VICTIM SERVICES will be changing the way its services are delivered on 1<sup>st</sup> April 2017**



**LANCASHIRE VICTIM SERVICES**

Following two years of developing a service model to meet the needs of victims in Lancashire, the Police and Crime Commissioner invited bids from interested organisation to deliver a new, integrated service model from April this year. The model brings together, for the first time, services for victims of hate crime, young victims, sexual abuse and domestic abuse as well victims of more general crime types and of repeat ASB.

The service can be accessed by victims of crime in Lancashire via well publicised access routes regardless of whether they have chosen to report the crime to the police or not and will also provide support to those who may also be identified as offenders.

The integrated service will be delivered through four Lancashire Victim Services multi-crime teams based in Preston, Blackpool, Lancaster and Accrington. These locally based services will operate across the whole of the Lancashire. The number of staff in each team will vary depending on the requirements of the area where they are based. Lead roles will also be located in the most relevant area – for example the LGBTQI Hate Crime lead will be based in Blackpool but provide expert advice and support across the whole of the county.

The locally based teams will be supported by Operations Managers, a NEST Lancashire Co-ordinator to oversee the children and young people workers. There will also be a Partnerships Co-ordinator with a specific remit to develop links and relationships with other statutory and third sector organisations across Lancashire.

**PAN-LANCASHIRE SUPPORT**

Operations Manager - All Crime  
Operations Manager - Domestic & Sexual Abuse  
NEST Lancashire Co-ordinator  
Partnerships Co-ordinator

**MULTI-CRIME TEAMS**

- Independent Victims' Advocates (IVAs)
- Children & Young People Workers (CYP Workers)
- Independent Domestic Violence Advisors (IDVAs)
- Independent Sexual Violence Advisors (ISVAs)
- Hate Crime Workers
- Volunteer Co-ordinator and volunteers

Service delivery, in particular for Domestic Abuse and Sexual Abuse services, will be provided either by home visits or 1-2-1 meetings in community venues. The services will also be supported by highly trained and accredited volunteers based in the multi-crime teams who will offer additional "step-down" support for victims.

**REFERRAL AND CONTACT ROUTES FOR LANCASHIRE VICTIM SERVICES**

Tel: **0300 323 0085**  
E-mail: [info@lancashirevictimservices.org](mailto:info@lancashirevictimservices.org)  
Website: [www.lancashirevictimservices.org](http://www.lancashirevictimservices.org)  
Secure E-mail: [vcu.lancashire@victimsupport.cjsm.net](mailto:vcu.lancashire@victimsupport.cjsm.net)

**REFERRAL AND CONTACT ROUTES FOR NEST LANCASHIRE - services for Children and Young People:**

Tel: **0300 111 0323**  
E-mail: [info@nestlancashire.org](mailto:info@nestlancashire.org)  
Website: [www.nestlancashire.org](http://www.nestlancashire.org)  
Text: **NEST and your number to 60777**

**OPERATING TIMES FOR LANCASHIRE VICTIM SERVICES AND NEST LANCASHIRE**

**8am - 8pm Monday to Friday and 9am - 1pm on Saturday**

The service will operate on one day a week up to 9pm. At all other times calls will be diverted to the Supportline where callers can speak to a Support Worker about their enquiry.

## DOMESTIC ABUSE SERVICES

The Police and Crime Commissioner has worked with Lancashire County Council to ensure continuation of both an adequate level of Domestic Abuse support services and Refuge provision for those who need safe and secure accommodation.

Integrating the Domestic Abuse service with a wider range of victim services will provide savings in overhead costs and so ensure that more of the available funding can be used for front line services.

Service delivery is a casework based model with qualified Independent Domestic Violence Advisers (IDVAs) providing support for high risk cases and Independent Victim Advocates supporting those cases defined as medium and standard risk on entry into the service. Where the risk level changes, or support needs vary these will be met from within the same team, eliminating the need for the victim to be referred to other services or agencies.

The new service arrangements will also ensure a more consistent offer for victims identified as standard risk, ensuring that wherever victims are in the county support services are available.

### OPERATING TIMES FOR LANCASHIRE VICTIM SERVICES - DOMESTIC ABUSE SERVICES

**8am - 8pm Monday to Friday**

Out of hours support provided by Supportline. All enquires to Supportline that require 1-2-1 or further support will be referred to Lancashire Victims Services by the next working day.

## NEST LANCASHIRE

The recently established service for young victims, NEST Lancashire, will continue to provide help and support as part of the new service arrangements. NEST will also become responsible for delivering support to children and young people who have either been victims of, or witnessed domestic abuse. Working within Lancashire Victim Services will ensure that wrap round support is available for other family members in domestic abuse situations.

## PARTNERSHIP WORKING

Lancashire Victim Services will be delivered via a lead provider service model with Victim Support as the prime provider working with a number of local third sector organisations providing specialist services.

Victim Support has been delivering services for victims in Lancashire for over 20 years and has established links into a wide range of other statutory and third sector organisations.

To support the delivery of Lancashire Victim Services, Victim Support will be working with the following organisations:

#### **Specialist Hate Crime providers:**

Lancashire Council of Mosques  
Disability Equality North West  
Renaissance at Drugline

#### **Specialist Counselling and Therapy Services:**

Lancashire Womens' Centres

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Service  
provided by:

 VS VICTIM  
SUPPORT

**Call:** 0300 323 0085

**Email:** [info@lancashirevictimservices.org](mailto:info@lancashirevictimservices.org)

**[www.lancashirevictimservices.org](http://www.lancashirevictimservices.org)**

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