**Appendix 1: Grant Opportunity**

1. **Summary of Grant Opportunity**
   1. This Grant opportunity has been issued by the Police & Crime Commissioner (PCC) for Thames Valley in connection with the provision of a Road Victim Support Service covering Berkshire, Buckinghamshire, Oxfordshire and Milton Keynes.
   2. The intention is to award any resulting grant for a period of 1-year, commencing on the 1st April 2025 as a local proof of concept. There may be some variance in the dates, depending on when the service commences.
   3. The value of the grant is £60,000 per annum. Bids submitted that exceed the maximum value will be deemed as non-compliant and therefore will not be evaluated.
2. **Background**
   1. The PCC for Thames Valley is inviting bids from organisations that can provide a support service that offers advocacy, emotional and practical support to Thames Valley residents seriously injured as a result of a road traffic incident.
   2. Below is an overview of Thames Valley to contextualise the environment in which the service will operate.
      1. **Police & Crime Commissioner for Thames Valley**

Police and Crime Commissioners (PCCs) are elected in areas of England and Wales to make sure that local police meet the needs of the community. Working on behalf of the public, PCCs are responsible for holding the Chief Constable to account for an efficient and effective local police service.

PCCs are required to determine local policing priorities, publish a five-year police and crime plan, set a local precept and set the annual force budget. The local [Police & Crime Plan 2024-2029](https://www.thamesvalley-pcc.gov.uk/videos/police-and-crime-plan-2024-2029/) focuses on the key areas the force will be expected to deliver on – issues that matter to local people, alongside other national policing requirements.

The focus of the recently published PCC Road Safety Strategy, [Safer Roads for all 2024](https://www.thamesvalley-pcc.gov.uk/wp-content/uploads/2024/10/Road-Safety-Strategy-FINAL.pdf), is to prioritise the areas that present the greatest risk across the Safe System principles, with the long term objective of reducing the number of people killed and seriously injured in Thames Valley.

* + 1. **Victims First**

Victims First (VF) is an in-house victim support service commissioned by the PCC. They provide a referral mechanism and access to free emotional and practical support to victims and witnesses of crime, as well as family members of victims, living in the Thames Valley (Berkshire, Buckinghamshire, Oxfordshire and Milton Keynes).

Dedicated to ensuring all victims receive the support they need to cope with the impact of crime and build resilience. They offer support regardless of how long ago the crime was committed and whether the crime was reported to the police.

* + 1. **Thames Valley Police**

Thames Valley Police (TVP) are responsible for policing the roads of Berkshire, Buckinghamshire and Oxfordshire. The Thames Valley has a diverse road network, including urban and rural roads and an extensive motorway network. This includes large parts of the M1, M4, M40 and M25 motorways, a total of 196 miles; more than any other British police force. Road safety is, therefore, a key issue for police, local authorities and the community.

Thames Valley Police’s Roads Policing Unit operates as part of the Joint Operations Unit (JOU) in collaboration with Hampshire Constabulary. The JOU forms a major part of both Forces protective services, assembling together highly specialised units and teams with a vast array of specialist capabilities.

In the Thames Valley, Family Liaison Officers (FLOs) are assigned to fatalities categorised as A+, A or B. Category C fatalities are less likely to have a FLO due to resource challenges, and Category D fatalities receive no FLO support.

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| Fatal RTC classification | Description | Local TVP Data  2023/24 |
| Category A+ | Assessed as likely homicide investigation or where complexity requires the deployment of a nationally registered senior investigating officer (SIO). | **0** |
| Category A | Confirmed fatality – one or more vehicles failed to stop and/or drivers decamped or other factors are present that significantly increase the complexity of the investigation. | **2** |
| Category B | Confirmed fatality – all drivers/riders are known or can be immediately identified. | **22** |
| Category C | Confirmed fatality – driver/rider only killed, no third party involvement – inquest only. | **24** |
| Category D | Confirmed fatality – driver/rider only killed, due to natural causes, may involve a third party – no inquest necessary. | **5** |

During 2023-2024 there were 53 fatal casualties and 382 seriously injured victims on our roads. This implies that at least 382 victims who were seriously injured did not receive a FLO or local specialist support within the Thames Valley.

1. **Scope of service**
   1. **Service Objectives**
      1. The overall objective of the service is to enable those seriously injured due to a road traffic collision (RTC), to manage the immediate traumatic impact and help them to cope and build resilience to move forward with everyday life. This may involve support to manage expectations and navigation in relation to civil or investigation proceedings. The aim is for RTC victims to be able to support themselves independently or through an appropriate peer support network by the end of the provision. The option to seek support should remain open even at the end of provision.
      2. The service must:

* Be person centred and trauma informed
* Be free of charge for the service user.
* Be consent based.
* Respect confidentiality.
* Be independent.
* Provide services that do not discriminate against any protected characteristics.
* Be transparent, accountable and seek to continually improve the service through contract monitoring and service user feedback.
* Provide their own accommodation, where appropriate, and enable access to the service regardless of where the client is across the Thames Valley
* Operate during core hours of at least 0900-1700 Monday to Friday (excluding Bank Holidays).
* Services must be provided in line with individual needs i.e. to fit around work, education, caring or childcare commitments. We expect providers to ensure service users’ needs can be met, in relation to standard office hours and where necessary out of regular hour’s service availability.
* Keep safeguarding and safety at the forefront of the service offer.
* Navigate complex systems ensuring compensation, insurance, support and legal pathways are made clear to service users
  1. **Eligibility** 
     1. Service users will be eligible for the provision of a service if they are residents of Thames Valley and have been seriously injured due to a Road Traffic Collision and require support as a result.
     2. Although adults seriously injured remain the priority for the service, the PCC wishes to understand how the service might also be able to offer support, where possible and if capacity allows, to:-
* Bereaved family/relatives of RTC fatalities, who are not currently supported by a FLO or other specialist support service.
* Children and young people aged 17 and under, involved in the aftermath of serious and traumatic road collisions.
* Those who may have witnessed/been involved in the aftermath of traumatic road collisions.
  + 1. Whilst the RTCs will be identified as ‘non-criminal’ initially, should a crime be identified during the course of support, service users will have the choice to be referred to the general crime support service (Victims First) with consent or remain with the specialist Road Victim Service. Where the service user chooses to access Victims First the service should ensure a referral is made and coordinate hand over of support.
    2. In a case where a service user remains with the specialist Road Victim Service after a crime has been recorded. The service should ensure they adhere to the Victims Code of Practice.
  1. **Amendments to Eligibility**
     1. The eligibility criteria may be amended at any time to meet the local needs and demand; for example, to include bereaved relatives or moderate injury by discussion and agreement.
  2. **Geographical Scope**
     1. The service will be provided across the whole of the Thames Valley force area (Berkshire, Buckinghamshire, Milton Keynes, and Oxfordshire).
     2. The Service Provider will not accept referrals outside of the geographical scope, as part of the funding attached to this grant.
  3. **Service Availability**
     1. It is expected that the majority of the referrals and Services will be provided during core operating times 09:00 -17:00, Monday to Friday.
     2. However, it is important that the service provider must be flexible and meet service users at times that, within reason, are convenient to them. We expect providers to ensure service user needs can be met, in relation to standard office hours and where necessary out of regular hour’s service availability.
  4. **Referrals**
     1. It is anticipated that the majority of referrals to the service will be made via the Thames Valley Police Family Liaison Officers or Major Collision Investigation Team, but referrals may also be directed via the National Road Victim Service (NRVS), the PCC in-house Victims First team or from other local supporting agencies.
     2. Service users will also be able to make self-referrals and the provider is responsible for ensuring that information about the service is easily accessible through a range of sources and a self-referral process is available.
     3. It will be necessary for the provider to develop excellent working relationships with referring partners to ensure that all participants taking part in the process are properly assessed, their expectations are managed, the potential implications of the process are understood and so that they have appropriate access to support, before, during and after the support process.
     4. The Service will work closely with the PCC’s office, TVP, specialist support service providers and health providers to continually improve effective referral processes to service users.
     5. It is expected that the service will not be able to meet all demand based off local analysis of data. The service will be expected to prioritise referrals of the most severe injury, trauma and of life-changing circumstances.
     6. The service will work with partner agencies to identify RTC victims at the earliest opportunity and where possible automatically refer to the provider, in agreement with Information Management and the successful provider.
  5. **Assessment**
     1. The service provider will be responsible for assessing service users’ needs. The purpose of the assessment is to ensure that:
* Risks are identified
* There is an opportunity for a safe dialogue between participants
* Steps are taken to identify what needs to be put in place to enable a safe and appropriate support process to happen to meet support outcomes.
  + 1. Individuals must be provided sufficient information for them to understand what support is and the potential benefits. This is to ensure they feel able to make a free and informed choice about whether they would like to engage in the process. The expectations of all potential service users must be managed to minimise the risk of further harm being caused.
    2. If, upon assessment, it is found that the service user is not suitable for support, the provider must manage this sensitively and put in place an appropriate exit strategy to ensure participants are supported and their expectations managed. The provider will signpost service users where required to support services.
  1. **Monitoring information**
     1. The requirements for monitoring information will be finalised between the provider and OPCC on award of the Grant.
  2. **Grant Monitoring** 
     1. The service provider will provide quarterly performance reports to the Office of the PCC at least one week in advance of each grant monitoring meeting.
     2. Additional meetings can be requested by either the Police and Crime Commissioner’s Office or service provider to discuss and resolve issues that require urgent attention and which cannot wait to be addressed at the quarterly monitoring meeting. The quarterly meetings will also be an opportunity to discuss any other issues relevant to the service.
     3. Details of this will be confirmed within the Grant Agreement for the successful applicant.
     4. As a minimum the following should be monitored by full details will be provided within the grant agreement:
* Number of referrals received, number refused, number accepted
* Of those who accept, number of those who progress to full support
* Number of cases where multiple parties engage, number of cases where only one party engages
* Any reasons / feedback collected about reasons for disengagement
* Number of cases (monthly) that are new / in progress / closed
* Feedback from satisfaction surveys
* Case studies
* Outcomes measures
  1. **Information Management**
     1. The provider is expected to work with the PCC and core partners across the Thames Valley, in line with agreed data sharing protocols, to ensure the needs of the clients are managed appropriately.
     2. It will be the provider’s responsibility to provide a case management system. It will also be the provider’s responsibility to ensure compliance with the any legislation around data security and General Data Protection Regulations (GDPR).
     3. The Service Provider must sign and adhere to the appropriate information sharing agreements, Data Processing Contract’s etc. and provide information as requested. For example, data protection policy; safeguarding policy; details of staff members/volunteers who have access to this information.
  2. **Service Staffing Levels and Caseloads**
     1. While the Police and Crime Commissioner’s office will not be prescriptive about the number and type of staff / volunteers within the service, it is expected that as a minimum the provider will ensure:
* There are existing mechanisms in place for the management and oversight of the service. It is also critical that the Service has the capacity to work across the force area.
* It is important that the provider recognises the vast geography of the Thames Valley and grant applications need to demonstrate their ability to meet individual need across a widely diverse population. The service provider will need to pay particular attention to the way that our key statutory partners are structured and based locally.
* Practitioners do not undertake sensitive and/or complex cases unless they have the skills, experience and knowledge to do so. This includes having undertaken relevant training. It is important that all staff and/ or volunteers undertake regular professional development that is recorded and can be evidenced upon request.
* All staff delivering support or accessing case information, including volunteers, must have completed enhanced DBS checks, which will be paid for by the service provider.
* The provider must demonstrate how they intend to ensure service cover and capacity is maintained across the area and whether volunteers are to be incorporated into the service. If so, at what level and how they will feature in the overall structure.
* There is adequate staffing levels to provide a safe, quality service, meet expected capacity demands and offer some provision and flexibility out of hours.
  1. **Staff training**
     1. Practitioners will be experienced in working with vulnerable adults, and/or come from a trauma informed, counselling/ support background.
     2. Practitioners will have relevant safeguarding experience and training.
     3. The Provider will ensure that a range of person-centred, effective emotional support interventions are available.
     4. Whilst the service is not a clinical or therapeutic service, the provider must have a trauma informed and clinically informed approach to supporting service users.
  2. **Accommodation**
     1. The service provider will supply their own accommodation, where relevant, and must consider the service user needs and, where possible meet in locations that are convenient to them
     2. The service may include the provision of online support but accessibility needs should be considered in deciding the right location for support and a flexible approach will be required to ensure service users can sufficiently access support.
     3. It will be beneficial for the service provider to build local relationships with partner agencies, for example, local roads policing units, victim support services and health providers.
  3. **Completion and Feedback**
     1. On completion of the support process, the provider should ensure that service users are offered the opportunity to reflect on their experience, access additional support and evaluate the service provided to them. This will include their satisfaction with the service provided and outcome, as well as the impact that they feel the process has had on their health and well-being. This is with a view to making continuous improvements to service provision.
  4. **Equalities and Social Value**
     1. The Service must comply with equality law and fulfil its duties under the Equality and Diversity Act 2010 for people with protected characteristics. The Service must respect the diversity of local communities and provide services in a safe environment free from discrimination where all individuals are treated fairly and with dignity and respect appropriate to their needs.
     2. The service should aim to deliver additional social value.
  5. **Safeguarding** 
     1. The service is required to work collaboratively across agencies to ensure a holistic contribution to safeguarding and protection of vulnerable adults and children at risk of significant harm in accordance with statutory guidance, and any subsequent amendments.
     2. The service must therefore have dedicated Safeguarding Policy and Procedures in place, in line with local children’s and adult safeguarding board requirements.