

SCHEDULE 1
THE DESCRIPTIVE DOCUMENT

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1. Introduction

- 1.1 A national Homicide Service will provide a range of practical, emotional and specialist support to individuals who have been bereaved by homicide as defined in this Descriptive Document, based on the needs of the individual.
- 1.2 The Code of Practice for Victims sets out the entitlement of victims to referral to support based on need, including enhanced entitlements for victims and families of victims of serious crime¹.
- 1.3 Articles 8 and 9 of the Victims' Directive² describe the rights to which a victim of a criminal offence and their families are entitled³; this would include those individuals bereaved by homicide.
- 1.4 This Descriptive Document sets out the range of support to be delivered by the Recipient in England and Wales to individuals bereaved by homicide, which will implement in part the Code of Practice for Victims and the Victims' Directive.
- 1.5 Currently, the Authority grant funds:
 - a Homicide Service provided by Victim Support, (including onwards refer to specialist therapy providers where required following needs assessment)
 - a range of groups providing peer support;
 - a number of organisations that provide specialist trauma therapy for individuals who need this support following bereavement by homicide which predates the establishment of the national Homicide Service in 2010.
- 1.6 Current funding arrangements end on 30 September 2014, and the Authority is commissioning a Homicide Service to provide support for those bereaved by homicide from 1 October 2014 (the Commencement Date) until 31 March 2017, with an option for extension for a further one or two years. It is intended to award one grant for a recipient to deliver and coordinate support and to end the separate funding arrangements described in paragraph 1.5.
- 1.7 The Recipient will receive funding from the Authority for the provision of services described in this document and annexes.
- 1.8 Under the terms of the grant awarded to deliver the service described in document and annexes the Recipient will not be required to provide support following bereavement by homicide which predates 2010.
- 1.9 For the purposes of this document:
 - the term 'homicide' refers to murder and manslaughter (including corporate manslaughter when this results in, and from the point at which the offence is charged). It also includes offences in England and Wales resulting in death directly equivalent to these in other EU states
 - the term 'homicide' does not include support for those bereaved by road traffic incidents
 - the terms 'bereaved individual' refers to family members⁴ of a person whose death is the result of homicide and who are referred or self-refer to the Homicide Service for support (see Section 4 on Eligibility)
 - the term 'national' refers to England and Wales

¹ www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime

² Directive 2012/29/EU of the European Parliament and of the Council of 25 October 2012 establishing minimum standards on the rights, support and protection of victims of crime, and replacing Council Framework Decision 2001/220/JH

³ Articles 8 and 9 are attached at Annex A

⁴ See para 4.1 of this Descriptive Document for definition of 'family members'

2. Aims

- 2.1 The aim of the Homicide Service is to provide bereaved individuals with practical, emotional and specialist support based on their need.
- 2.2 Attached at Annex B is a summary of the types of activities identified by current support practitioners as needed by those bereaved by homicide. This Annex is not intended to be seen as a comprehensive list, but as illustrative of needs including information, practical assistance, legal advice, emotional support and specialist therapy.
- 2.3 The support needs of individuals range from short to long term, and can be recurring. The overriding criterion for provision of support is the need of the individual, rather than being time-related.

3. Background

- 3.1 The current national Homicide Service began operating in early 2010. It is run by Victim Support with Government grant funding.
- 3.2 The total number of homicide cases in England and Wales notified by police to the Homicide Service during the years 2010-2011, 2011-2012 and 2012-2013 was:

Financial Year	Notifications
2010-2011	621
2011-2012	570
2012-2013	539
Total	1760

- 3.3 The total number of cases in which following notification above, individuals bereaved in these cases gave consent to police to be referred to the Homicide Service during the years 2010-2011, 2011-2012 and 2012-2013 was:

Financial Year	Referrals (No. of notifications in which consent was given for contact by the Homicide Service)
2010-2011	531
2011-2012	467
2012-2013	441
Total	1439

- 3.4 The total number of individuals referred to the Homicide Service during the years 2010-2011, 2011-2012 and 2012-2013 was:

Financial Year	Number of individuals referred
2010-2011	1443
2011-2012	1292
2012-2013	1080
Total	3815

- 3.5 The above figures do not include referrals from the Foreign and Commonwealth Office. During the period 2010-2013 there were 100 homicides abroad which resulted in referrals from the FCO to the Homicide Service and 143 individuals were supported during that period.

- 3.6 The total number of individuals supported by the Homicide Service between 2010 and 31 December 2013 was 4500.
- 3.7 The total number of individuals currently supported by the Homicide Service (as of February 2014) is 2588.
- 3.8 In its response to the consultation “Getting it Right for Victims and Witnesses” of July 2012, the Government said that while the majority of services for victims of crime would be commissioned locally by Police and Crime Commissioners (PCCs), the Authority would retain responsibility for commissioning certain vitally important specialised services, such as support for those bereaved through homicide.

Obligations

4. Service User Eligibility

- 4.1 The individual seeking the support service must be:
- *a family member* (defined in Article 2 of the Victims’ Directive as the spouse, the person who is living with the victim in a committed intimate relationship, in a joint household and on a stable and continuous basis, the relatives in direct line, the siblings and the dependants of the victim)
 - *of a person whose death was the result of homicide* as described at 1.9 above
 - *who has suffered harm* as a result of that person's death.
- 4.2 Where the homicide took place within an EU Member State, an individual who meets the eligibility requirements of 4.1 is eligible for the support of this service where England and Wales is the most appropriate place for that support to be delivered
- 4.3 Where a prosecution is taking place in England and Wales for a case of homicide, an individual who meets the eligibility requirements of 4.1 is eligible for the support of this service where all or part of the support needed is in England and Wales.
- 4.4 Support will be provided following:
- referral from police
 - notification and referral by FCO (where homicide happened abroad)
 - self-referral, where supported by confirmation from police or FCO.
- 4.5 Support will be provided during the life of the grant period until the need for support has ended.
- 4.6 The Recipient will be responsible for ensuring the effective and efficient use of the grant so that in each financial year of the grant and across the overall duration of the grant, the grant is used to distribute support equably to those eligible who need support. See Section 6 Monitoring and Reporting.

5. Service

Support

- 5.1 The service to be provided entails two broad functions:

Direct Service provision

- conduct an assessment of the support needs of the bereaved person
- immediate and ongoing practical support for the bereaved for as long as necessary within the period of the grant.

Direct Service provision or coordination of provision involving onwards commissioning (where a need is identified)

- referral to specialist support (trauma and bereavement counselling)
- referral to legal advice (including up to 15 hours via telephone helpline)
- referral to peer support provision

5.2 The Recipient will commission specialist service provision which meets appropriate professional standards in counselling or legal advice.

5.3 Annex B sets out an illustrative list of the support activities involved in providing practical, emotional and specialist support to those bereaved by homicide.

Additional Support where Homicide occurs Abroad

5.4 Where the homicide occurs abroad, in order to meet the needs of those bereaved the provider may in addition need to provide or commission:

- assistance with identification and repatriation of body and belongings;
- assistance with travelling to the crime scene for family;
- assistance with legal advice;
- assistance with interpreters and translation of documents;
- media handling;
- assistance with other needs which may arise due to the homicide taking place abroad, this assistance to be agreed with the FCO.

The assistance to be provided will be within the definitions of Consular Assistance, as described in the FCO's publication, [Support for British nationals abroad: A Guide and Customer Charter](#).

Process

5.5 Annexes C and D are Process maps which set out the processes by which:

Notifications and referrals to the Homicide Service

- police force Family Liaison Officers (FLOs) notify the Homicide Service of a homicide, identify individuals affected who wish to be referred to the service, and make referrals
- the FCO notify the Homicide Service of a homicide abroad, identify individuals affected who wish to be referred to the service, and make referrals

Homicide Service

- a Homicide Service caseworker is assigned and introduced to the individual, and conducts a needs assessment
- the Homicide Service provides practical and emotional support
- the Homicide Service onward commissions specialist legal or therapy support
- the Homicide Service onward commissions support for those bereaved abroad
- the Homicide Service signposts individuals to peer support and other organisations that the bereaved may want to contact if they so choose.

- 5.6 The process maps reflect the current position and the Recipient may develop their own proposed process map for their service with the agreement of the Authority and other key stakeholders. However there are a number of systemic requirements of the process:
- an appropriate referral system to specialist commissioned services (where these are not provided directly by the Recipient)
 - appropriate links with the police FLO and other Criminal Justice System (CJS) agencies
 - an appropriate training system for caseworkers
 - a secure case management function for receipt of personal details, compliant with Information Security Standards for personal data and the Data Protection Act to at least IL3.

6. Monitoring and Reporting

- 6.1 The Recipient shall put in place a system for collecting and recording robust data in relation to all those supported, based on their feedback but also including practitioner feedback, which informs the measurement of outcomes for those supported: including improvement to the quality of their lives and ability to cope with normal activities during and following support provision.
- 6.2 The Recipient shall measure the ongoing status of individuals supported, including against (but not limited to) the following categories (see also Annex B):
- Education, skills and employment
 - Finance and benefits
 - Outlook and attitudes
 - Mental and physical health
 - Drugs and alcohol
 - Social interaction
 - Family, friends and children
 - Shelter and accommodation
- 6.3 The Recipient shall also measure outcomes achieved directly by the service provision in terms of user satisfaction including, but not limited to:
- that they have been treated sensitively and respectfully by the service;
 - how far the support provided was consistent with what had been agreed at the time of needs assessment;
 - how coordinated and effective the provision of support had been.
 - overall satisfaction with the service.
- 6.4 In any instance where satisfaction is not reported, the Recipient shall provide information to the Authority on what remedial action is to be taken to address this.
- 6.5 The Recipient shall also provide information setting out statistical information and performance management measures including but not limited to:
- the protected characteristics as defined by the Equality Act 2010 of those supported;
 - the number of cases of homicide notified to the Recipient (by notification source)
 - the number of people referred to the Recipient (by referral source) after their agreement to that referral
 - the number of people contacted by the service within 2 working days of the referral (100% required with exception reporting where this has not been possible)
 - the number subsequently assessed for needs

- the number of people who decide not to progress with support, why and at what stage
- the number of people referred to each type of commissioned services for specialist support and peer support or signposted to other organisations
- the number of people receiving each type of specialist and peer support and the frequency of this

(all of the above broken down by geography - for example, regionally as may be required by the Authority)

- information regarding the quality assurance of services provided by organisations to whom the Recipient refers the bereaved for specialist or peer support

6.6 The Recipient will provide this information regularly to the Authority in the form of written reports in a format required by the Authority on a quarterly basis. In addition, the Recipient will work with the Authority to develop further as required the outputs and outcomes measured in order to ensure the most effective provision of support.

Financial monitoring

6.7 The Recipient shall be required to keep an accurate record of all expenditure in connection with the grant as described in the Grant Agreement, and shall put in place arrangements to provide to the Authority such information as may be required. This will include as a minimum on a quarterly basis a detailed written breakdown of grant spend showing:

- forecast expenditure for the year on a monthly basis
- actual expenditure for the year on a monthly basis
- the forecast and actual expenditure shall include that incurred both directly and by commissioned or contracted organisations
- the costs by relevant unit for each type of support provided

6.8 This expenditure shall be broken down by:

- type (for example, training, salaries, equipment, consumables etc)
- geography (for example, regionally as may be required by the Authority)

and shall be in such format as to satisfy the Authority that the Grant Funding is being spent in the most efficient way.

7. General

7.1 The Recipient will monitor trends in victims' needs (for example, common services required and their accessibility to all victims).

7.2 The Recipient shall ensure that emotional, practical, specialist and information support is made available to all individuals who express needs.

7.3 The grant award is for up to £2.85m per annum, and the Recipient is responsible for ensuring the efficient distribution of this funding to provide support to eligible individuals who express need across each financial year during the award.

7.4 Where this means that funding and resource available cannot provide support based on need for all individuals, this should be reported to the Authority and considered as part of management arrangements for oversight of service delivery.

7.5 In addition to direct service provision/onward referral, the Recipient shall signpost individuals to other services which may be of assistance based on the need identified.

7.6 The Recipient shall respond to the following within timescales which meet the Authority's requirements and are agreed with the Authority promptly on award of grant:

- requests for advice and / or related information on both urgent and non-urgent individual cases as permissible within any data protection rules
- requests for advice and / or related information on general administrative issues relating to the operation of the Homicide Service
- requests for advice and / or related information on any other matters of broader significance, litigation or other general assistance as required by the Authority
- requests for advice and / or related information on any aspect of statistical or other management information relating to the operation of the Homicide Service.
- please refer to Annex F for supplementary information which arose as part of a Question and answer session at the Meet the Market event for this exercise.

8. Transition Arrangements

- 8.1 In the month prior to the Commencement Date, the Recipient will work with the previous recipient as part of client support planning transfer to support the transfer of clients to the new provision arrangements from the Commencement Date (1 October 2014).
- 8.2 From three months prior to the end of the grant period, the Recipient will cooperate fully and work with the Authority and any new recipient to support the transition of the clients to the new provision arrangements. This will include promptly providing information requested.
- 8.3 The costs of transition shall be included in the Recipient's Expenditure Profile submitted with their bid.

9. Complaints

- 9.1 The Recipient must put in place an accessible complaints procedure for those supported to raise complaints with the service provided.
- 9.2 The Recipient must provide regular updates to the Authority on numbers and types of complaint received which will include:
- summary of complaint
 - date complaint made
 - remedial action proposed
 - outcome of remedial action
 - date when complaint resolved.

10. Emergency contact with the Authority

- 10.1 The Recipient will agree a communications protocol with the Authority on grant award to ensure the Authority is made aware of any emergencies arising and any media handling required in connection with the services provided under the grant or with the Recipient.

Articles 8 and 9 of Directive 2012/29/EU

Article 8

Right to access victim support services

1. Member States shall ensure that victims, in accordance with their needs, have access to confidential victim support services, free of charge, acting in the interests of the victims before, during and for an appropriate time after criminal proceedings. Family members shall have access to victim support services in accordance with their needs and the degree of harm suffered as a result of the criminal offence committed against the victim.

2. Member States shall facilitate the referral of victims, by the competent authority that received the complaint and by other relevant entities, to victim support services.

3. Member States shall take measures to establish free of charge and confidential specialist support services in addition to, or as an integrated part of, general victim support services, or to enable victim support organisations to call on existing specialised entities providing such specialist support. Victims, in accordance with their specific needs, shall have access to such services and family members shall have access in accordance with their specific needs and the degree of harm suffered as a result of the criminal offence committed against the victim.

4. Victim support services and any specialist support services may be set up as public or non-governmental organisations and may be organised on a professional or voluntary basis.

5. Member States shall ensure that access to any victim support services is not dependent on a victim making a formal complaint with regard to a criminal offence to a competent authority.

Article 9

Support from victim support services

1. Victim support services, as referred to in Article 8(1), shall, as a minimum, provide:

(a) information, advice and support relevant to the rights of victims including on accessing national compensation schemes for criminal injuries, and on their role in criminal proceedings including preparation for attendance at the trial;

(b) information about or direct referral to any relevant specialist support services in place;

(c) emotional and, where available, psychological support;

(d) advice relating to financial and practical issues arising from the crime;

(e) unless otherwise provided by other public or private services, advice relating to the risk and prevention of secondary and repeat victimisation, of intimidation and of retaliation.

2. Member States shall encourage victim support services to pay particular attention to the specific needs of victims who have suffered considerable harm due to the severity of the crime.

3. Unless otherwise provided by other public or private services, specialist support services referred to in Article 8(3), shall, as a minimum, develop and provide:

(a) shelters or any other appropriate interim accommodation for victims in need of a safe place due to an imminent risk of secondary and repeat victimisation, of intimidation and of retaliation;

(b) targeted and integrated support for victims with specific needs, such as victims of sexual violence, victims of gender-based violence and victims of violence in close relationships, including trauma support and counselling.

ANNEX B to Descriptive Document

Summary of the types of support activities identified by current support practitioners as needed by individuals bereaved by homicide ⁵

1. We reviewed current service provision and readily available literature. We took account of the categories of need as set out in the *Getting it Right for Victims and Witnesses* consultation and the *NatCen Evidence and Practice Review*. The process identified a range of often interconnected needs. Broadly, these include practical, emotional, psychological, therapeutic, legal and advocacy advice and support.
2. The bereaved need easy access to a clearly identified and secure entry point for support which requires effective referral arrangements to be maintained with police and other authorities. Individuals bereaved through homicide abroad have additional support needs due to the particular difficulties involved (such as travel and understanding / interacting with foreign criminal justice systems).
3. The Evidence and Practice Review of support for victims and outcome measurement produced by NatCen Social research states that Victims’ support needs are wide ranging and dynamic. Six broad categories of need were identified:
 - information;
 - safety and protection from re-victimisation;
 - practical support;
 - emotional support;
 - support navigating the Criminal Justice System
 - respect and fair treatment
4. For the purposes of illustrative example, some of the experiences of service provision in supporting those bereaved by homicide, against some of these broad categories are:

Information	Practical Support	Emotional Support	Support navigating legal processes	Safety and protection from victimisation
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⁵ Organised for illustrative purposes against the general categories of need for victims set out in “Getting it Right for victims and witnesses” and the NatCen Evidence and Practice Review

On a general range of issues	Help with wide range of day-to-day activities e.g. help with sorting out appointments, keeping unwelcome intrusions at bay, communicating with schools and workplaces	Help with short and long-term effects of bereavement	Advice on practicalities of court attendance; advice on legal rights of family representation; advice on processes of coroner/inquests; advice on compensation processes and claims – Criminal Injuries Compensation Authority (CICA) Advocacy	Advice and assistance or signposting for assistance with rehousing.
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5. Many similar categories of need were identified in the “Getting it Right for Victims and Witnesses” consultation:

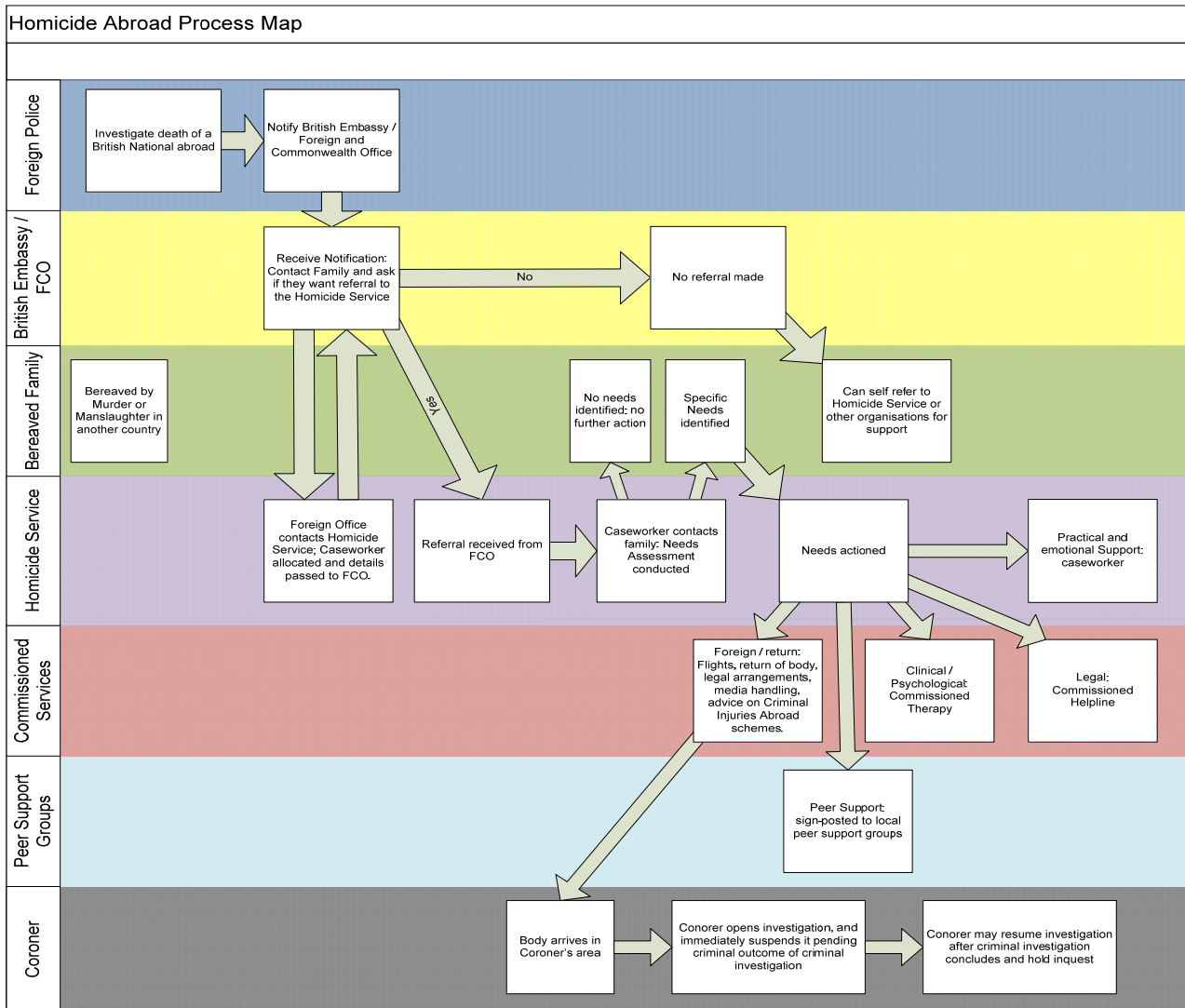
- Education, skills and employment
- Finance and benefits
- Outlook and attitudes
- Mental and physical health
- Drugs and alcohol
- Social interaction
- Family, friends and children
- Shelter and accommodation

6. Again for the purposes of illustrative example, some of the experiences of service provision in supporting those bereaved by homicide, against these six broad categories are:

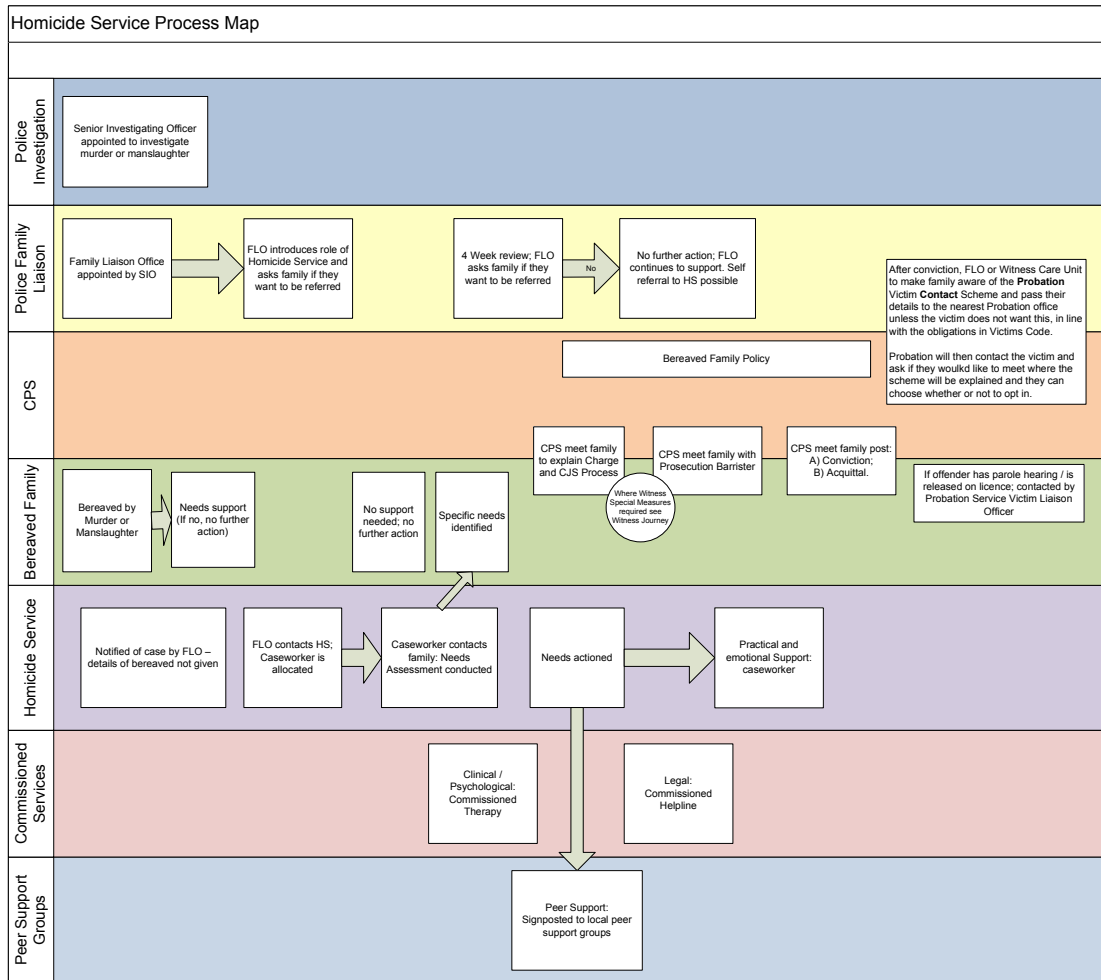
<i>Education, skills and employment</i>	<i>Finance and benefits</i>	<i>Outlook and attitudes</i>	<i>Mental and physical health</i>	<i>Drugs and alcohol</i>	<i>Social interaction</i>	<i>Family, friends and children</i>	<i>Shelter and accommodation</i>
Help to reduce/cope with impact on these areas of life by the often lengthy CJS processes	Info on entitlements / claims possible across criminal and civil areas	Support against effects of isolation, help to rebuild social interaction	Bereavement / trauma counselling – immediate and later;	Potential need to deal with resultant dependency	Support against effects of isolation, help to rebuild social interaction	Help to rebuild social interaction; Support adaptation to change of life (eg grandparents caring for children)	Advice and assistance or signposting for assistance with rehousing.

ANNEX C to Descriptive Document

Current process map – homicide abroad



Current process map – homicide in England and Wales



Note: Aside from having a role liaising with the bereaved family, Family Liaison Officers (FLOs) are investigators who play an important role in assisting the Senior Investigating Officer to solve the crime

Note: This map shows only the high level process. Different forces may have slightly differing mechanisms for alerting the Homicide service, so local practices may vary.

Current funding arrangements:

(1) The Ministry of Justice currently separately funds the national Homicide Service and peer support groups. (Note: Separate funding will end on 1st October 2014 and the Recipient will receive one integrated grant sum of up to £2.5m annum).

(2) Victim Support currently receives grant funding as part of its grant in aid, with a requirement for provision of a Homicide Service. Within this grant, £600k pa is provided in order that the Homicide Service can onwards refer to specialist therapy providers where required following needs assessment.

ANNEX E to Descriptive Document

Glossary

Bereaved person – see para 1.9 of the Descriptive Document

Code of Practice for Victims – Document setting out the services to be provided to victims of criminal conduct by criminal justice organisations in England and Wales; and the minimum standards for those services (Ministry of Justice: 2013)

Commissioned Service – organisation officially commissioned by the Homicide Service to provide specialist help to bereaved families

Criminal Justice System - all the different agencies and organisations that are involved in law, order, crime and punishment in England and Wales and how they work together

Equality Act 2010 – this Act legally protects people from discrimination in the workplace and in wider society. It replaced previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in some situations. It sets out the different ways in which it's unlawful to treat someone.

EU member state - any state that is a member of the European Union (see http://europa.eu/index_en.htm)

Foreign and Commonwealth Office (FCO) – the Government Department responsible for promoting British interests overseas, supporting our citizens and businesses around the globe

Homicide – see para 1.9 of the Descriptive Document

Homicide Service – a national service covering England and Wales run by Victim Support, providing support to families bereaved by murder and manslaughter

Peer Support Group – broadly, any group that, in summary gives support to victims by their peers who have experienced bereavement through homicide

[Police] Family Liaison Officer (FLO) – the primary role of the FLO is that of an investigator to assist the senior investigating officer, and includes day-to-day management of interaction of the bereaved family with the investigation (see Association of Chief Police Officer's Guidance at www.acpo.police.uk/documents/criminaljustice/2009/200909CJUFLO01.pdf)

Victim's Directive – This is DIRECTIVE 2012/29/EU OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 25 October 2012 establishing minimum standards on the rights, support and protection of victims of crime, and replacing Council Framework Decision 2001/220/JH. Articles 8 and 9 of the Directive describe the rights and entitlements for support of those bereaved by homicide.

Victim Support – a national charity giving free and confidential help to victims of crime, witnesses, their family and friends

Witness Care Unit – part of the Crown Prosecution Service, Witness Care Units manage the care of victims and witnesses from the charging of the defendant(s) through to the conclusion of a case,

providing a single point of contact for victims and witnesses for information about the progress of their cases and to minimise the stress of attending court.

SUPPORTING INDIVIDUALS BEREAVED BY HOMICIDE IN ENGLAND AND WALES

**Meet the Market Event – 14th February 2014
Question and Answer Session**

What IL (or appropriate security level description if other) is required and used for hosting and transferring data as part of the Homicide Service?

Impact Level 3

What percentage of family members took up an offer of support in the last 3 to 4 years?

82%

Who makes the initial offer to individuals of referral to the service for support?

The Police Family Liaison Officers in England and Wales.

For cases abroad the relevant desk officer at the Foreign and Commonwealth Office.

Does a family constitute one referral or multiple referrals?

Multiple as the service is to an individual not to a family.

How many individuals have been met and how many individuals are currently supported?

Since the establishment of the service in 2010:

The total number of homicide cases in England and Wales notified by police to the Homicide Service during the years 2010-2011, 2011-2012 and 2012-2013 was:

Financial Year	Notifications
2010-2011	621
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Total	1760

The total number of cases in which following notification above, individuals bereaved in these cases gave consent to police to be referred to the Homicide Service during the years 2010-2011, 2011-2012 and 2012-2013 was:

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The total number of individuals referred to the Homicide Service during the years 2010-2011, 2011-2012 and 2012-2013 was:

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The above figures do not include referrals from the Foreign and Commonwealth Office. During the period 2010-2013 there were 100 homicides abroad which resulted in referrals from the FCO to the Homicide Service and 143 individuals were supported during that period.

The total number of individuals supported by the Homicide Service between 2010 and 31 December 2013 was 4500.

The total number of individuals currently supported by the Homicide Service (as of February 2014) is 2588.

Of those family members who received support last year, what percentage related to the homicide of a child?

There are c 50 child murder notifications a year and c 90% of these turn into a case.

How is funding allocated to units of service?

The grant award does not specify unit cost requirements. The requirement is to use the funding as efficiently as possible to meet as many of the needs as possible.

How many providers will be shortlisted for presentation?

All providers who are not eliminated in accordance with the Instructions for Bidding will be invited to presentations.

Will the MoJ provide TUPE information?

As these services are currently provided by an external organisation the new provider will be required to take their own advice on whether or not TUPE applies.

Does the FCO require the provider to provide support abroad?

The Descriptive Document for the service sets out types of support required of the service provider when the homicide occurs abroad but the individual bereaved otherwise meets the eligibility for support by the service in England and Wales.

What will be the responsibility of the homicide service provider if the family members move abroad?

The provider of the homicide service specification will be required to comply with the EU Victims' Directive, paying particular attention to Articles 8 on the right to access victim support services and

support from victim support services. The Directive is non-discriminatory with regards to the victims' residency. If the family members are British and move to another country, the FCO can provide normal consular assistance although the family members would no longer be entitled to support from the provider. If a victim of crime in another EU member state subsequently moves to the UK, then the service provider would be obligated to provide services to the victim if the victim wanted them.

Recital 51 of the Directive states that if the victim has left the territory of the Member State where the criminal offence was committed, that Member State is no longer obliged to provide assistance except for what is directly related to any criminal proceedings it is conducting regarding the criminal investigation concerned. However, the service provider will be required to forge the necessary links with victims' services and police authorities across the EU to provide a joined-up, quality service. This will help give effect to Article 17 of the Directive in order to minimise the difficulties faced where the victim is a resident of a Member State other than that where the criminal offence was committed.

What is peer support's role in the overall delivery of services? How will the use of peer support be encouraged?

Peer support is identified in the descriptive document as one of the requirements of service provision under the grant award. As with all types of support, this will be provided based on the need of the individual.

Beyond the need of the individual, the MoJ does not intend to require the delivery of any particular service but will be monitoring the types of need identified, and the support activities provided in relation to needs identified .

How will changing needs be addressed?

It is recognised that the needs of individuals affected by crime can change and develop over time. The requirement to provide support based on need will be ongoing for the duration of the grant award period.

What will the MoJ do to support organisations to form alliances?

The MoJ does not intend to take an active role in this apart from organising and hosting the Meet the Market event on 14 February 2014 and circulating details of parties in relation to that event on Contracts Finder.

Does this new Homicide Service support only post-2010 cases?

Yes.

Is there a deadline by which victims can receive support?

All post-2010 cases are in scope.

Is there a ceiling to the level of services the provider is required to deliver within the grant funding?

No. The provider is required to work efficiently to deliver a service to meet all victims' identified needs. If there is a very significant increase in individuals referred to the service this may lead to evidence-based discussions between the MoJ and the provider on how to proceed.

How can individuals access support if they do not accept help at the outset?

Individuals can self refer for support even after they have initially declined support.

What data will transfer to the new provider from the existing provider?

The data that the data subject gives informed consent to transfer will be provided.

What is the process if there is no referral letter from the police i.e. when the homicide happens abroad?

FCO caseworkers are required to notify the provider of a murder or manslaughter abroad within 24 hours of receiving this information.

What happens where there is a suspicious death abroad?

When local authorities begin an investigation into a suspicious death as a possible murder or manslaughter, Post in-country notifies the FCO in London, who then notify the provider (or Post in the country concerned notifies the provider directly if using the In-country Casework approach).

The Victims' Code covers the support and information available to victims of crime in England and Wales. The EU Victims' Directive outlines the rights, support and protection for victims of crime across the EU. The definitions of a victim and family members of a victim for the purposes of the Directive are set out in Article 2. Victims of criminal conduct and family members of a person whose death was directly caused by criminal conduct are eligible for the rights outlined in the Directive.

What are current satisfaction rates for the Homicide Service?

The MoJ does not collect satisfaction rates in relation to the Homicide Service. It does collect information on how the service affects wellbeing and intends to look at the impact on a range of needs.

How will performance be measured?

The MoJ will be measuring the outcomes achieved for individuals supported. This will include measurement of needs identified and outputs and efficient distribution of resource to meet needs.

The Descriptive Document sets out MoJ performance measurement approach in more detail, and MoJ would intend to develop these further with the provider. .

What part of the budget is related to the FCO?

The FCO will provide funding of up to £100k pa within the total funding of up to £2.85m pa.

How will the MoJ know if there is a correct distribution of funds across needs?

The MoJ will be monitoring the types of need identified, and the support activities provided in relation to needs identified, as well as the efficient use of funding to best meet these needs.