



### Draft reporting requirements

#### **Raneem’s Law Project: Domestic Abuse (DA) Specialists in West Yorkshire Police Customer Contact Centres (CCCs)**

The provider/s on receipt of a grant agreement with West Yorkshire Combined Authority shall put in place procedures to monitor and track performance, benefits and progress and provide reports detailing the following.

Predesigned performance monitoring templates will be provided.

#### **Reporting overview**

- Spending, including committed spend, against agreed budgets and notify the Authority of any variances, and evidenced progress against the KPIs.
- The provider/s must provide the Authority with all reasonable assistance and co-operation in relation to any ad-hoc information requests made by the Authority.
- The provider/s must provide the Authority with access to all Board and Corporate level meeting minutes related to the delivery.
- Any Data incident or Critical Incident must be reported to the Authority within one (1) Calendar Day.

#### **Progress Reporting**

In support of Grant Claim submissions the provider/s must provide the following progress reports

- narrative reports detailing progress against KPIs in achieving the outcomes and targets, and highlight how Value for Money (e.g. benefits, savings, efficiencies etc.) is being achieved
- financial statements highlighting any significant financial variances, underspend or overspend
- The provider must submit progress reports by the follows dates - initially these will be Quarterly as follows:

<b>Provider to submit progress reports</b>	<b>CA to check submission</b>	<b>CA to submit to the Home Office</b>	<b>Period covered</b>
9 July 2026	10 to 14 July 2026	14 July 2026	<b>Quarter 1</b> 1 April 2026 - 30 June 2026
9 October 2026	10 to 14 October 2026	14 October 2026	<b>Quarter 2</b> 1 July 2026 – 30 September 2026
8 January 2027	11 to 14 January 2027	14 January 2027	<b>Quarter 3</b> 1 October 2026 - 31 December 2026
9 April 2027	12 to 14 April 2027	14 April 2027	<b>Quarter 4</b> 1 January 2027 - 31 March 2027

## **Key Performance Indicators (KPIs)**

- Number of DA incidents the DA specialist engaged with.
- Number of calls the DA specialist listened to, including whether live or recently recorded, and what feedback was provided on victim engagement if any.
- Number of risk assessments the DA specialist reviewed and whether they were subsequently regraded.
- Instances of DA specialist providing advice to officers attending an incident.
- Number of service referrals the DA specialist supported.
- Number of victims the DA specialist engaged directly by phone.
- Instances of DA specialist attending an incident alongside officers.
- Number of training sessions supported by DA specialist including number of attendees at each.
- Other information and KPIs as requested by the Authority.