

**Subject: Contract Extension To Victim Support For The Norfolk And Suffolk Victim Care Service (NSVQ)**

**Originator:** Head of Commissioning

**Decision no.** 43/2024

**Reason for submission:** For Decision

**Submitted to:** Police and Crime Commissioner

**Summary:**

1. This paper seeks approval from the Police and Crime Commissioner for the extension of the Victims of Crime contract with Victim Support at a cost of £168,876 to Norfolk for the period 1<sup>st</sup> April to 30<sup>th</sup> September 2025.
2. The contract commenced in April 2020 for a period of 3 years with the option to extend for 2 years taken in 2023.
3. A procurement process is underway to recommission the service from 1<sup>st</sup> October 2025 and is being managed by 7 Force Commercial Services.

**Recommendation:**

It is recommended that the Police and Crime Commissioner grants approval to extend the contract with Victim Support for a period of 6 months, as outlined in this report.

**Outcome/approval by:** PCC

*The recommendations as outlined above are approved.*

**Signature:**



**Date:** 09/10/2024

## Detail of the submission

### 1. Objective:

- 1.1 Since 2015, Police and Crime Commissioners have been responsible for commissioning victim assessment referral services for their force areas, utilising grant funding from the Ministry of Justice (MOJ).
- 1.2 The availability of an assessment and referral service is an entitlement set out in the Victims Code of Practice.
- 1.3 The PCCs for Norfolk and Suffolk co-commission 'Norfolk and Suffolk Victim Care', which is the victim assessment, support, and referral service for victims of crime in both counties. The service is currently delivered by Victim Support, in partnership with the Offices of the Police and Crime Commissioners for Norfolk and Suffolk.

### 2. Background:

- 2.1 The Victims of Crime Care Service for the populations of Norfolk and Suffolk contract was originally commissioned in April 2020 for a period of 3 years and extended for 2 years in 2023. Decisions 2019/59 and 06/2023 refers.
- 2.2 The OPCC commissioning leads in Norfolk and Suffolk have proposed an extension of six months to the current contract to allow sufficient time for a procurement process and mobilisation.
- 2.3 In agreeing to this extension, Victim Support will: maintain the current monitoring and reporting requirements and staff structure of the service; support the transition of standard risk domestic abuse cases to new provision (once commissioned) and develop a plan to support transition of the service to the new specification by 1<sup>st</sup> October 2025.

### 3. Areas for consideration:

- 3.1 The costs for the delivery of this service has been met through the Ministry of Justice Victims' Service Grant Award to the PCC

### 4. Other options considered:

- 4.1 Continuation with the incumbent supplier has been agreed as the preferred route with the commissioning leads. For that reason, alternative routes to market have not been explored in detail.

## 5. Strategic aims/objective supported:

- 5.1 The extension of the current contract supports the Police and Crime Commissioners responsibility for commissioning a victim assessment and referral service to ensure availability and provision across the county as set out in the Victims Code of Practice.
- 5.2 This service also supports the priority within the Police and Crime Plan 2022-2024 of Supporting Victims.

## 6. Financial and other resource implications:

- 6.1 The original 3-year contract value was £1,889,946 and was jointly funded by Norfolk and Suffolk on a 50/50 basis. The cost of the 2-year extension period was £1,274,919 funded on the same basis.
- 6.2 The cost for the proposed 6-month extension is £337,752 requiring £168,876 to be funded from Norfolk. This represents a 5% increase on the budget for this year (2024/25) and includes provision for: salary inflation, increased travel, and accurate reflection of office costs. The budget for volunteer costs has been removed.
- 6.3 The cost for the delivery of this service has been met through the Ministry of Justice Victims' Service Grant Award to the PCC

## 7. Carbon Emissions and Other Environmental Implications:

### Carbon Emissions

- 7.1 The estimated impact on our carbon emissions that must be reported under current statute from this proposal is:

Emission Categories:	Increase in tCO <sub>2</sub>	Saving in tCO <sub>2</sub>
Scope 1 – Fuel – Building Heating	0	0
Scope 1 – Fuel – Transport	0	0
Scope 2 – Electricity	0	0

### Environmental Implications

- 7.2 No material implications

## 8. Other implications and risks:

- 8.1 There are no other risks that have been identified at this time associated with this extension to the Norfolk and Suffolk Victim Care Contract.

Originator checklist (must be completed)	Please state 'yes' or 'no'
Has legal advice been sought on this submission?	<b>NO</b>
Has the PCC's Chief Finance Officer been consulted?	<b>YES</b>
Have equality, diversity and human rights implications been considered including equality analysis, as appropriate?	<b>YES</b>
Have human resource implications been considered?	<b>YES</b>
Is the recommendation consistent with the objectives in the Police and Crime Plan?	<b>YES</b>
Has consultation been undertaken with people or agencies likely to be affected by the recommendation?	<b>YES</b>
Has communications advice been sought on areas of likely media interest and how they might be managed?	<b>YES</b>
Have sustainability and environmental factors been considered? (e.g. biodiversity, employee commuting, business travel, waste and recycling, water, air quality, food and catering and estates construction)	<b>YES</b>
In relation to the above, have all relevant issues been highlighted in the 'other implications and risks' section of the submission?	<b>YES</b>

**Is this report a Confidential Decision?**

**NO**

If Yes, please state reasons below having referred to the [PCC Decision Making Policy](#)

**Approval to submit to the decision-maker** (this approval is required only for submissions to the PCC).

**Chief Executive**

I am satisfied that relevant advice has been taken into account in the preparation of the report, that the recommendations have been reviewed and that this is an appropriate request to be submitted to the PCC

**Signature:**



**Date: 30/09/2024**

**Chief Finance Officer (Section 151 Officer)**

I certify that:

- a) there are no financial consequences as a result of this decision,  
Or
- b) the costs identified in this report can be met from existing revenue or capital budgets,  
Or
- c) the costs identified in this report can be financed from reserves  
And
- d) the decision can be taken on the basis of my assurance that Financial Regulations have been complied with.

**Signature:**



**Date: 26/09/2024**

**Public access to information:** *Information contained within this submission is subject to the Freedom of Information Act 2000 and wherever possible will be made available on the OPCC website. Submissions should be labelled as 'Not Protectively Marked' unless any of the material is 'restricted' or 'confidential'. Where information contained within the submission is 'restricted' or 'confidential' it should be highlighted, along with the reason why.*