

NOT PROTECTIVELY MARKED

PFCC Decision Report

Please ensure all sections below are completed

Report reference number: 118/2017

Classification Not protectively marked

Title of report: Victim support service 2018-2021 supplier award

Area of County/Stakeholders affected: Countywide

Report by : Kirsty Smith

Date of report: 30th November 2017

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1. Purpose of report

To seek approval for an allocation of £1,650,000 over 3 years in the form of a standard contract from the Victim's Commissioning Fund to Victim Support.

2. Recommendations

Approve the allocation of the Victim Commissioning Fund to Victim Support to deliver victim referral, assessment and non-specialist support service for Victims to help them cope and recover from the impact of crime.

3. Benefits of Proposal

The victim referral, assessment and non-specialist support service will ensure compliance with the Victims Code, supporting Victims to cope and recover from the impact of crime.

The new service delivery model also brings the following additional benefits to the PFCC and Victims of Essex

- Better accessibility for Victims of Essex – Victim Support will be introducing a community officer to engage local community groups, introducing an online chat facility and will have a model that is more pro-active attending the needs of victims across Essex

- Provide direct quality support – A new caseworker led delivery model allows victims to have a more streamlined service to help them cope and recover from the impact of crime.
- Improved collaboration – The new service delivery model will allow for better collaboration with partners including Essex Police and Community Safety Partnerships which will allow for knowledge sharing and enhance the end to end journey of a Victim
- Increased Victim feedback – the delivery model will allow for a more proactive feedback mechanisms to allow PFCC, Essex Police and partners to learn more from Victims experience within the Criminal Justice System
- Cost saving - The new service model whilst still delivering on positive outcome for victims has been able to deliver a reduction in cost of £100,000 per annum which will be reinvested into other specialist victim commissioned programmes.

4. Background and proposal

In November 2016 the new Police and Crime Plan was produced and the OPCC took the opportunity to review victims' needs across greater Essex. Following this review it was believed that the current victim assessment, referral and non-specialist support contract as it stands did not fulfil all of our requirements to best support victims across Essex. The current contract arrangement provided by Victim Support is due to end on the 31st March 2018. This presented a valuable opportunity to develop a new specification and commission services to meet the new specification.

The OPCC launched an open OFEU tender process for our victim referral, assessment and non-specialist support service in August 17. The objective of the tender was to identify a service provider that can work with Essex PCC to create an outstanding and bespoke victim support service for Essex.

The tender was managed by Kent and Essex Police Procurement team and was assessed by an evaluation panel. The tender also requested participating organisations to include case studies into their response. The cases studies were evaluated by a separate group made up of members of the public which was included in the final outcome.

The tender concluded and Victim Support was successful with their response. Victim Support will be providing a new service delivery model that is victim centred and will offer additional flexibility to adapt to victims of Essex changing need. The new contract award is a 3 year term with the option to extend further for another 2 years and has a total cost of £1.650,000 over the first 3 years.

5. Police and Crime Plan

This proposal supports the Police and Crime Plan ensuring that Victims are at the heart of the service

6. Police Operational Implications

There are no operational implications

7. Financial Implications

The PFCC will provide £1,650,000 (£550,000* per annum) to Victim Support from the Victims Commissioning Fund. Quarterly performance monitoring is in place through the PFCC office to ensure key performance indicators are met

x prev: £650,000pa

8. Legal Implications

All legal obligations are identified within the contract which was finalised through the Kent and Essex Police Procurement teams

9. Staffing and other resource implications

There are no staffing or resource implications

10. Equality and Diversity implications

There are no equality and diversity implications

11. Background papers

n/a

Report Approval

The report will be signed off by the OPFCC Chief Executive and Treasurer, prior to review and sign off by the PFCC / DPFCC .

Chief Executive/M.O

Sign: *[Signature]*

Print: S. Hancock

Date: 7/12/17

Chief Financial Officer/Treasurer

Sign: *[Signature]*

Print: CHARLES R GARRETT

Date: 6 December 2017

Publication

Is the report for publication?

YES

NO

If 'NO', please give reasons for non-publication (state 'None' if applicable)

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If the report is not for publication, the Chief Executive will decide if and how the public can be informed of the decision.

Redaction

If the report is for publication, is redaction required:

| | | | | | |
|----------------------|-----|-------------------------------------|----------------|-----|--------------------------|
| 1. Of Decision Sheet | YES | <input type="checkbox"/> | 2. Of Appendix | YES | <input type="checkbox"/> |
| | NO | <input checked="" type="checkbox"/> | | NO | <input type="checkbox"/> |

If 'YES', please provide details of required redaction:

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Date redaction carried out:

Treasurer / Chief Executive Sign Off – for Redactions only

If redaction is required, Treasurer or Chief Executive are to sign off that redaction has been completed.

Sign:

Print:

Chief Executive/Treasurer

Date signed:

Decision and Final Sign Off

I agree the recommendations to this report;

Sign: 

Print: *R.C. Huesr*

PFCC/Deputy PFCC

Date signed: *12/2/18*

I do not agree the recommendations to this report because;

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Sign:

Print:

PFCC/Deputy PFCC

Date signed: